

Nurse Assistants Home Health Aides Hemodialysis Technicians

CERTIFICATION FACTS

September 2006

State of California Arnold Schwarzenegger, Governor

California Health and Human Services Agency Kim Belshé, Secretary

> California Department of Public Health Mark Horton, Director





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AIDE AND TECHNICIAN CERTIFICATION SECTION RESPONSIBILITIES

The California Department of Public Health (CDPH), Licensing and Certification (L&C) Program, Aide and Technician Certification Section (ATCS), certifies nurse assistants (CNAs), home health aides (HHAs) and hemodialysis technicians (CHTs) and maintains a registry for these categories of health care workers. ATCS' responsibilities also include oversight of training programs, instructor qualifications and Competency Evaluation programs.

NURSE ASSISTANT CERTIFICATION

Role of a Certified Nursing Assistant (CNA)

Under the supervision of a licensed nurse (registered or vocational), a CNA provides basic nursing services to ensure the safety, comfort, personal hygiene, and protection of patients/residents in a licensed long-term or intermediate health care facility.

CNAs may not perform any nursing services that require a professional nursing license. For a specific list of the types of procedures which may be performed by CNAs, see page 28.

Where CNAs Work

Non-licensed individuals who provide nursing services must be certified as a nurse assistant to work in:

- Skilled nursing facilities (SNFs);
- "Distinct part" skilled nursing facilities (DP/SNF) within general acute care hospitals, where "distinct part" is defined as a part of the hospital set aside for the care of long-term care patients;
- Intermediate Care Facilities (ICFs).

General acute care hospitals may also hire CNAs; however, unlike SNFs, ICFs and DP/SNFs, they are not required by state or federal law or regulations to do so.

Limits of Certification

CNAs may represent themselves as certified nurse assistants only when working in licensed health care facilities. They may not advertise or represent themselves as CNAs when providing personal care services independently. For example, residential care facilities that are not health care facilities may also hire individuals with CNA training and experience; however, in such a setting, the individual may not claim the title "certified nurse assistant."

Certification Requirements

To become a CNA, applicants must:

- · Be at least 16 years of age;
- Meet the pre-screening requirements (see below);
- Submit fingerprints through the Live Scan method to ATCS upon enrollment in an ATCS-approved training program and prior to patient contact (see page 9);
- Complete a minimum of 150 hours of training in an ATCS-approved program, taught by ATCS-approved instructors; OR
 - Be eligible through an equivalent training program (see page 6); OR
 - Be eligible through reciprocity from another state (see page 7);
- Successfully complete a competency evaluation conducted by an ATCS approved testing vendor. (Does not apply to reciprocity applicants.)

Pre-Screening Requirements

Nurse assistant students cannot participate in the mandatory portion of training that requires direct contact with residents in long-term care (LTC) facilities until they have submitted an application and fingerprints through Live Scan method to ATCS (see page 18). Because applications for certification can be denied in the pre-screening process, ATCS recommends that every individual applying for nurse assistant certification understand the health and conviction screening requirements before registering for training or requesting certification through reciprocity from out of state.

Health screening

Applicants must have a physical examination and provide a report prepared by a physician, physician's assistant, or nurse practitioner stating that the applicant has no health condition that would create a hazard to her/him, fellow employees, residents or visitors. The report must describe:

- The applicant's medical history and physical examination, and
- The result of a purified protein derivative (PPD) intermediate strength intradermal skin test for tuberculosis, unless medically contraindicated. If a positive reaction is obtained, a chest x-ray shall be taken, unless medically contraindicated. CNA applicants may not have contact with residents until they obtain a report that confirms there is no health hazard for any positive skin test (with or without a chest x-ray).

Conviction screening

Before registering for a CNA training program, applicants should review the list of Penal Code Sections (see page 32) that result in automatic denial of their certification. ATCS can approve certification for applicants with convictions only if the applicant has obtained a Dismissal or Certificate of

Rehabilitation from the court in the county where the conviction(s) occurred. Applicants with disqualifying convictions may send Certificates of Rehabilitation (for felonies) or Dismissals (for misdemeanors) with their applications. However, ATCS will not make any determinations on self-declared convictions until it has received the applicant's complete record from the Department of Justice (DOJ).

Training Requirements

To achieve certification, applicants must successfully complete either an ATCS-approved training program¹ or one of the Department of Education's adult education/regional occupation programs for nursing assistants.

The minimum training requirements for California CNAs are:

- 50 hours* of theory (classroom) and
- 100 hours of supervised clinical training in a nursing facility.

*Sixteen hours of training in communication, infection control, safety procedures (including Heimlich maneuver), and promoting resident independence and rights must be completed before there is any contact with residents.

Facility-Provided Nursing Assistant Training

Facilities that offer CNA training may not charge students who are employees (or to whom the facility has made an offer of employment) for any portion of the training program (including fees for textbooks or other course materials). This applies whether the facility conducts the training in-house or contracts for employee training through another facility, community college, regional occupational training/adult education program or ATCS-approved proprietary school.

In fact, facilities that train nurse assistants or contract for training are required to hire applicants/trainees on a full-time basis and immediately place them in a training program. Also, employees must receive their normal hourly wage on a full-time basis while in training. (Facilities are reimbursed at the Medi-Cal rate for nurse assistant training costs.)

Competency Evaluation (i.e. Examination) Costs Reimbursement

Upon request from the applicants, LTC facilities must reimburse exam costs within one year of passing the exam and after at least four months of continuous employment if the applicant paid for the cost of their exam. The CNA must show the

ATCS approves training programs offered by long-term care facilities, community colleges, proprietary schools, or nurse assistant training programs through the local school districts.

employer the original receipt of the payment for the exam to be reimbursed. (Reimbursement is only required for the cost of the original exam. An individual who takes the exam to reactivate his/her certificate is solely responsible for exam costs which is not reimbursable.)

Competency Evaluation Sponsorship

ATCS-approved CNA training programs must sponsor their successful graduates for competency testing. By signing the bottom of an applicant's HS 283B application form, the registered nurse who supervised the training program certifies the applicant's successful completion of the training and indicates the program's sponsorship of the applicant for the evaluation. The testing vendors may not admit applicants who have not been appropriately sponsored to the competency evaluation.

Testing Vendors

There are two testing vendors for the California nurse assistant competency exam:

- 1. The American Red Cross
- 2. The Chancellor's Office of California Community Colleges-National Nurse Assistant Assessment Program (COCCC-NNAAP)

Employment and the Competency Evaluation

No applicant/trainee may work as a nurse assistant beyond four months of the date of hire unless the person has successfully completed nurse assistant training and the competency evaluation. If an applicant/trainee does not successfully complete the competency evaluation, the facility should immediately retrain the individual in those areas in which she/he was found to be deficient and reschedule another competency evaluation within four months of hire.

If the four-month time period expires before the individual has successfully completed the competency evaluation, she/he can no longer perform the duties of a nurse assistant. Other duties, such as housekeeping or dietary, must be assigned to the employee if she/he is to remain employed by the facility.

Opportunities to Pass the Competency Evaluation

CNA applicants may take the competency evaluation up to three times before they must take the entire training program again. Further, each applicant has two years from completion of his or her training program in which to pass the competency

² ATCS sponsors equivalency or reactivation applicants for the competency evaluation.

evaluation. (If an applicant has not passed the competency evaluation within two years, she/he must take the entire training program again to obtain certification.)

Continuing Education/In-Service Hours

For each two-year period of certification, CNAs are required to obtain 48 hours of in-service or continuing education. CNAs are required to keep a written, cumulative list of the in-service/continuing education hours they complete for four years. This form (or any form using the same format) should be used for this purpose. CNAs are not required to submit the form at the time of renewal; however, if ATCS asks for this list and a CNA cannot produce it (or a copy); his or her certificate becomes inactive until he/she can verify the hours certified in his/her application for renewal.

CNA employers must also keep a record of these hours in the CNA's personnel file for four years. Employers are also required to share this information if sought by CNAs and/or ATCS.

Period of Certification/Certification Expiration

The initial certification period is at least two years from the effective date of the certificate, expiring on the CNA's date of birth.

Certificate Renewal or Reactivation

CNAs are ineligible to continue to perform CNA duties once their certificate expires unless the employer retains a copy of the renewal application as proof of renewal submission. Employers will be required to verify renewal no later than 45 days after application submission to continue the CNA's employment. CNAs have up to two years after the expiration date to renew or reactive their certificate.

Renewals

A renewal notice is sent to each nurse assistant at the last known address approximately four months before the certificate expires. However, if a CNA does not receive the notice, it is still the responsibility of the CNA to renew his/her certificate timely.

As of 1989, applicants qualify for a two-year renewal (good from the date of expiration) if:

- They can certify that they have worked for at least one day for pay in the last two years performing nursing related services.
- They can certify that they will have completed 48 hours of in-service training or continuing education by their present expiration date.

To apply for a two-year renewal:

CNAs who:	Have already been fingerprinted and cleared through ATCS	Have not yet been fingerprinted and cleared through ATCS
Should submit to ATCS:	 A completed and signed HS 283C application form 	 A completed and signed HS 283C application form
		 The second copy of the completed BCII 8016 Request for Live Scan Service form verifying they have been fingerprinted. (See page 18)

Reactivation

An option for CNAs who are unable to meet both of the renewal requirements within two years of their certificate expiration date but who want to continue or resume work, is to take the competency exam to reactivate their certificates.

To reactivate your certificate:

CNAs who:	Have already been fingerprinted and cleared through ATCS	Have not yet been fingerprinted and cleared through ATCS
Should submit to ATCS:	A completed and signed HS 283C application form	A completed and signed HS 283C application form The second copy of the completed BCII 8016 Request for Live Scan Service form verifying they have been fingerprinted. (See page 18)

If they are qualified, ATCS will sponsor CNAs for the competency evaluation and will send them information about taking the exam. They may work, with proof of successful completion of the exam while their criminal background clearance is in process. They will not receive a certificate until they have been cleared. All convictions are reviewed. If the conviction prevents certification, the applicant and employer (if known) will be notified.

Note: Reactivation of certification through competency testing should not be used to circumvent the in-service training/continuing education requirement.

Equivalency Applicants

Equivalency applicants are individuals who have had training equivalent to the basic nursing care training California-certified nursing assistants must have, but who may not have received their training in California or through an ATCS-approved CNA training program. For example, this might include RNs, LVNs, LPTs, and nursing services personnel from the U.S. Armed Services.

Equivalency applicants must submit:

- Proof of meeting the pre-screening requirements (see page 9);
- A completed HS 283B application form for sponsorship for the competency exam;
- An original transcript of training, translated in English (which will be returned to the applicant) OR proof on original school letterhead of having taken at least the fundamentals of nursing;
- Proof of work providing nursing services at least one day for pay in the last two
 years (not required for nursing students of if the college degree was received in
 the last two years);
- A copy of the completed BCII 8016 Live Scan form. (see page 18);
- The U.S. Armed Services DD-214 and other related transcripts.

Nursing or psychiatric technician students or graduates of California accredited schools awaiting California State Board exams must submit all of the above except proof of work and U.S. Armed Services documentation.

California Licensed RN, LVN, and LPT Applicants

CDPH upholds the federal policy to permit, without certification, a California-licensed RN, LVN, or LPT who is in good standing with her/his respective licensing board to work as a CNA without certification (as a CNA). However, when employed as such, the individual cannot perform duties accorded to her/his licensed status, but may only perform duties consistent with the pay and job title of a CNA.

ATCS does not issue certification to these individuals. (Employers are responsible for confirming the status of these health care professionals with their respective licensing boards).

Reciprocity Applicants

With implementation of the Omnibus Budget Reconciliation Act (OBRA) for nurse assistant training requirements in April 1992, California was instructed by the Health Care Financing Administration to offer nurse assistant certification to anyone who is listed on any state's nurse assistant registry as:

- In "good standing" (having no findings of abuse, neglect, or misappropriation of residents' property) and
- "Active" (maintained on the State Nurse Assistant Registry as having met the OBRA training requirements and having provided nursing services at least one day, for pay, in the previous 24 months).

Reciprocity applicants, who have been verified by the prospective employer with the respective state's registry (see page 20) as meeting federal requirements in the United States, should submit the following to ATCS:

- A completed HS-283B application form;
- A copy of their state-issued certificate (this is not mandatory but they must indicate the state in which they are certified);
- Proof they have worked providing nursing services at least one day for pay in the last two years (this is only required if they received their certificate more than two years ago);
- A copy of the completed BCII 8016 live scan form, (see page 19). You must wait until you move to California to obtain fingerprints through this method.
 Fingerprint cards are not acceptable.

Reciprocity applicants may work as CNAs (unless they receive a letter of denial from ATCS) if the facility:

- Has verified the applicant is on the respective state's registry in good standing and has active status. Some states do not provide information regarding "status." In those states, as long as the name is listed, the CNA is considered "active."
- Has proof that the applicant has worked at least one day for pay providing nursing services in the last 24 months.
- Has proof that the CNA has applied to ATCS for certification.

Reciprocity applicants may not work as CNAs if:

- They do not have "active" status on their respective states' registries and are unable to get their certificates or registry status reactivated in their previous state.
- Their certificates or registry status have been expired or inactive for less than two
 years. These applicants may be allowed to take the competency evaluation in
 California without having to retrain by following the "equivalency applicant"
 instructions on page 6. (After these applicants have passed the competency
 evaluation, they may work unless they receive a denial letter from ATCS.)
- Their certificates or registry status have been inactive for more than two years in their respective states. These applicants must retrain and successfully complete the competency evaluation to receive a California nurse assistant certificate. (After these applicants have passed the competency evaluation, they may work pending receipt of a certificate or denial letter.)

HOME HEALTH AIDE CERTIFICATION

Role of Home Health Aides (HHAs)

Through a licensed home health agency or hospice program, and under the instruction and supervision of an RN, HHAs provide basic nursing services, food preparation, and household services for individuals receiving physician-prescribed care in their homes. An HHA may not provide any services that require a professional nursing or medical license.

Included in this publication is a functional statement for HHAs that lists specific procedures that may be performed by HHAs (see page 30).

Where Certified HHAs Work

Certified HHAs most typically provide services in private residences through their employment with a home health agency or hospice. Certified HHAs may also provide home health services to residents in licensed residential care facilities when the facility contracts with a licensed home health agency or hospice that employs the HHA.

Limits/Benefits of Certification

Only certified HHAs may represent themselves with the title "certified home health aides." However, HHAs may use the title only when employed by a licensed home health agency or hospice program. They may not advertise or represent themselves as certified HHAs when providing personal care services independently. For example, an individual with HHA training and experience may be directly employed by residential care facilities but not as a certified home health aide.

Requirements for HHA Certification

To become a certified HHA, applicants must:

- Be at least 16 years of age;
- Meet the pre-screening requirements (see below);
- Submit an application for certification and fingerprints using the Live Scan method (see page 18);
- Complete an ATCS-approved training program and be deemed competent by an ATCS-approved instructor for certification in California.

Pre-Screening Requirements

The pre-screening requirements for HHA certification are the same as for CNAs. Please see page 2 for a complete description.

Training Requirements

The minimum training requirements for HHA certification in California are 65 hours of theory and 55 hours of supervised clinical training in a program approved by ATCS and taught by ATCS-approved instructors. However, if an applicant has an active nurse assistant certificate or is enrolled in a combined CNA/HHA training program, training may be limited to 40 hours (20 hours theory and 20 hours clinical) of supplemental home care training.

Upon completion of HHA training, the training program will submit to ATCS the Home Health Aide Certification List (HS 183 form) for those students who were successful.

These training requirements also apply to nursing students, nursing service personnel from the U.S. armed services, out-of-state licensed nurses, and foreign-trained nurses who are applying for HHA certification.

Competency Evaluation Requirements

Federal guidelines do not require a competency exam prior to certification as an HHA. Certification is based upon verification of successful completion of an ATCS-approved HHA training program. However, federal regulations do require home health agencies to conduct competency evaluations for HHAs under their employment before allowing them to provide any home health services.

Seeking Certification as Both CNA and HHA

When CNA and HHA certification is sought concurrently, HHA certification will not be issued until ATCS receives official notification that the candidate passed the CNA competency evaluation and obtained a criminal background clearance.

In-Service/Continuing Education Requirement for Home Health Agencies

Home health agencies must complete an annual performance review and provide HHAs at least 12 hours of in-service training annually. HHAs will not be required to provide proof of in-service hours for renewal of their HHA certificates. However, these hours may be counted toward the continuing education unit (CEU) requirement for renewal of a nurse assistant certificate as referenced on page 5.

Period of Certification/Certification Expiration

The initial certificate period is at least two years from the effective date of the certificate, expiring on the HHA's birth date. HHAs that began their training after July 1, 1998, were issued renewable initial certificates that expire on the HHA's date of birth. For an individual who has both certificates, the expiration date will be the same on both certificates.

Renewals

A renewal notice will be sent to all HHAs approximately four months prior to the certificate's expiration date if no fingerprints are required. If the HHA holds both CNA and HHA certificates, the renewal notice will reflect dual renewals. ATCS will process both renewals in one transaction to avoid duplication of effort.

Reciprocity Applicants

ATCS does not grant reciprocity for HHAs trained in other states. HHAs must complete an ATCS-approved training program in California and be deemed competent by an ATCS-approved instructor. The length of the program depends on whether the HHA has a California CNA certificate (then a 40-hour HHA course is required) or does not (then a120 hour-HHA course is required).

California Licensed RNs, LVNs, and LPTs

CDPH upholds the federal policy to permit, without certification, a California-licensed RN, LVN, or LPT who is in good standing with her/his respective licensing board to work as an HHA. ATCS does not issue HHA certificates to these individuals. However, when employed as such, the individual should only perform duties consistent with pay and job title of an HHA. (Employers are responsible for confirming the status of these health care professionals with their respective licensing boards.)

HEMODIALYSIS TECHNICIAN CERTIFICATION

Role of Certified Hemodialysis Technicians (CHTs)

Certified hemodialysis technicians perform venipuncture and arterial puncture for the purpose of providing dialysis treatment for a patient. CHTs may also administer local anesthetics, heparin, and sodium chloride solutions according to the protocol established by the medical director of the hemodialysis clinic or hospital unit and under the immediate supervision of a licensed physician, surgeon, or licensed RN. (CHT administration of local anesthetics, however, is limited to intradermal, subcutaneous, or topical administration.)

A CHT may not perform any duties that require a professional medical or nursing license.

Benefits of Certification

Only individuals who are certified as hemodialysis technicians by ATCS (or currently in training) may provide direct treatment to patients undergoing hemodialysis in a clinic or hospital. Even clinics/hospital units that choose not to provide a hemodialysis-training program are required to maintain a policy that the clinic/unit hires only technicians who are certified by ATCS³.

Hemodialysis Technician Trainees

Any individual in training for certification is classified as a hemodialysis technician trainee and must work under the immediate supervision of a licensed physician, surgeon, or licensed RN.

Requirements for Certification

To gain certification as a hemodialysis technician, an individual must have:

- Completed an ATCS-approved hemodialysis training and testing program in a hemodialysis clinic, hospital unit, or private school, OR
- Graduated from an ATCS-hemodialysis training and testing program operated by an accredited college or university, OR
- Obtained national certification from the Board of Nephrology Examination for Nurses and Technicians (BONENT) AND
- Submit an application (HS 283F).

³A copy of the policy must be signed by the clinic/unit administrator and submitted to ATCS.

For each applicant, the training program or hiring dialysis clinic/unit (as appropriate) must submit a letter on letterhead requesting certification of the applicant

For applicants	Trainees from Clinics, Hospital Units or	eruncation of the applicant.
who are:	Accredited College and Universities or Private Schools	BONENT-Certified Employees
The letter must contain:	 The number of hours of training with a brief description of the curriculum. The type of dialysis machine(s) used in training. The medications the trainee is competent to administer. A statement that certifies that the individual has successfully completed the training program and warrants certification, as signed by the medical director and the RN who provided immediate supervision during training. The student/employee's name, home address, home phone number, social security number, birth date, and gender. Clinics/units that have been approved to provide training should provide their approval number. 	 A statement that certifies that the individual has successfully demonstrated competence to perform dialysis and warrants state certification, as signed by the medical director and the RN who provided immediate supervision during assessment. The employee's name, home address, home phone number, social security number, birth date, and gender. A copy of the employee's BONENT certificate.

A copy of the request for certification letter must be placed in the employee's personnel file until it can be replaced with a copy of the certificate.

Curriculum Documentation

CHT training programs must retain all curriculum lesson plans, course outlines, competency tests, and attendance records. Individual employees' training records and final competency tests should be retained in their personnel records.

Period of Certification/Certification Expiration

The certification period for CHTs is four years. Without renewal, CHTs are ineligible for work past the expiration date of their certificate.

The initial certification period for a CHT is based upon the individual's date of birth. The initial period of certification will be established as close as possible to four years, but if the birth year falls in an odd year, expiration will be in an odd numbered year. If the birth year falls in an even year, the expiration will be in an even numbered year.

Renewals

A renewal notice is sent to CHTs approximately four months before their certificates expire. However, if the CHTs do not receive the notice, it is the responsibility of the CHTs to renew their certificates timely.

To apply for renewal, the following must be submitted to ATCS:

- 1. Renewal application (form # HS 283F) or the renewal notice requesting renewal.
- 2. Proof of 30 hours of continuing education taken in the last four years only.

In-Service Training/Continuing Education Requirements

Proof of 30 hours of in-service training/continuing education units (CEUs) is required at time of renewal. Original course certificates and/or report cards should be kept by the CHT for four years in the event the CHT is selected for a random audit.

The CEU requirement may be met through health-related courses offered by any of the following:

- Accredited post-secondary institutions (colleges and adult education);
- Continuing education providers approved by California Board of Registered Nurses and other recognized health associations;
- Employer-sponsored in-service training or continuing education programs;
- Recognized health associations (when ATCS determines the courses to be acceptable).

CHT CEU hours may also be counted toward the CEU requirement for renewal of a nurse assistant certification as referenced on page 5.

GENERAL INFORMATION

Requesting Forms

For a single copy of one or more of the forms listed below, please write or call:

California Department of Public Health Licensing and Certification Aide and Technician Certification Section P. O. Box 997416 1615 Capitol Avenue, MS-3301 Sacramento, CA 95899-7416 (916) 327-2445 FAX (916) 552-8785

These forms may also be found on the Internet at http://www.dhs.ca.gov/publications/forms/L&C/I&c.htm

Available forms:

- HS 279 form (Director of Staff Development/Instructor Application)
- HS 283A form (In-Service Training/Continuing Education)
- HS 283B form (CNA/HHA Initial Application)
- HS 283C form (CNA/HHA Renewal Application)
- HS 283F form (CHT Initial/Renewal Application)
- HS 283H form (Certified HHA In-Service Training/Continuing Education)
- HS 283I form (Transmittal for Criminal Background Clearance)
- HS 183 form (HHA Certification List)
- HS 192 form (Application for Initial/Renewal Approval as Continuing Education Provider)
- HS 318 form (Report of Misconduct)
- HS 322 form (Transmittal Application for Criminal Background Investigation)
- DOJ BC II 8016 (Request for Live Scan Service) <u>SAMPLE</u>

If multiple copies of these forms are needed, they should be reproduced on the same color paper as the original form. Make certain to reproduce both sides for any two-sided form.

A supply of the BCII 8016 form (Request for Live Scan Service) can be ordered from the California Department of Justice BY FAX: (916) 227-2000 or (916) 456-5852 or BY MAIL:

DEPARTMENT OF JUSTICE
Bureau of Criminal identification and Information
ATTN: Applicant Program
P.O. BOX 903417
SACRAMENTO, CA 94203-4170

Name and/or Address Changes

Individuals are responsible for notifying ATCS in writing within 60 calendar days after a change of name and/or address. Failure to report these changes can result in a delay to renewal or reactivation of certification.

To report a name or address change, submit the following items in a letter to ATCS (address/FAX number given on page 15):

- · Certificate number
- Social security number
- Former name and/or address
- Current name and/or address

For a name change only

Enclose a copy of a legal document that indicates the name change. Acceptable legal documents include: a marriage certificate, divorce decree or other court documents, driver's license/Department of Motor Vehicle identification card, income tax return, W-2 form, voter's registration, passport, or public assistance/welfare forms, reflecting the new name. A Social Security card is **not acceptable** proof of name change.

Requests for Duplicate Certificates

Duplicate certificates are available upon written request. Submit a letter that includes the aide's certificate number and Social Security number. If a duplicate certificate is needed to accompany a name change, also follow the instructions above for reporting a name change.

Abuse Reporting

In addition to the mandated abuse reporting requirements under the Welfare and Institutions Code Section commencing with 15630, ATCS requests that all allegations of unprofessional conduct by a certified individual be reported as soon as possible to the ATCS Enforcement Unit. This includes, but is not limited to:

- Altering certificates
- Working past certificate expiration
- Falsified in-service hours
- Rough handling of patients
- Incompetence
- Negligence
- Physical, mental, or verbal abuse
- Misappropriation of funds/property

Reports of abuse may be made by calling the abuse hot line (916) 492-8232 or by completing and faxing the Report of Misconduct form (HS 318) to the Investigation Section at (916) 552-8788.

Criminal Conviction Reporting

The Code of Federal Regulations, Section 483.13(c)(1)(iii) requires a nursing facility to report to CDPH, any knowledge it has of actions by a court of law against an employee which would indicate an unfitness for service. It is requested that knowledge of all criminal activity be reported to ATCS, Fingerprint Investigation Unit by FAX at (916) 449-5775 or by writing to the CDPH address on page 15.

Social Security Number and Address Confidentiality .

Social Security number disclosure: Pursuant to Section 666(a)(13) of Title 42 of the United States Code and California Family Code Section 17520, subdivision (d), the California Department of Public Health (CDPH) is required to collect social security numbers from all applicants for nurse assistant certificates, home health aide certificates, hemodialysis technician certificates or nursing home administrator licenses. Disclosure of your social security number is mandatory for purposes of establishing, modifying, or enforcing child support orders upon request by the Department of Child Support Services and for reporting disciplinary actions to the health Integrity and Protection Data Bank as required by 45 CFR sub section 61.1 et seq. Failure to provide your social security number will result in the return of your application. Your social security number will be used by CDPH for internal identification, and may be used to verify information on your application, to verify certification with another state's certification authority, for exam identification, for identification against you.

State and Federal Requirements

The state and federal requirements governing the certification and oversight of CNAs, HHAs and CHTs are as follows:

CNAs	HHAs	CHTs
 California Health and Safety Code (H&S Code), Sections 1337 to 1338.5 California Code of Regulations (CCR), Title 22, Division 5, Chapter 2.5, Sections 71801 - 71853 Title 42, Code of Federal Regulations (42 CFR), Section 483.13, 483.75, 483.150 to 483.156 	 H&S Code, Sections 1736.1 - 1736.6 CCR, Title 22, Division 5, Chapter 6, Sections 74709, 74710, and 74745- 74749 CFR 42, Section 484.36 	 California Business & Professions Code (B&P Code) Sections 1247.6 to 1247.95 42 CFR, Section 405.2136(d)(4)(6)

For purchase of the above publications, inquire as follows:

Title 22	CFR 42	H&S and B&P Codes
Barclays Law Publishers P. O. Box 95767 Chicago, IL 60694-5767 1-800-888-3600	P. O. Box 371954	West Publishing 620 Opperman Drive St. Paul, MN 55164 1-800-340-9378

These publications may also be found on the internet as follows: Title 22, www.calregs.com; CFR 42, http://www.access.gpo.gov/nara/cfr/cfr-table-search.html#page1; H&S and B&P Codes, www.leginfo.ca.gov/calaw.html. They can also be found in county law libraries that are open to the public.

Live Scan Fingerprinting and Submission Requirements

All initial and renewing CNA/HHA certification applicants who have not been cleared through ATCS and employees of Intermediate Care Facilities (ICF) for Developmentally Disabled (DD), Developmentally Disabled-Habilitative (DDH), and Developmentally Disabled-Nursing (DDN)⁴, must submit their fingerprints for clearance using the live scan method.

⁴ As of 1998, CDPH has the authority to fingerprint employees (not-certified) at ICF-DD, DDH, DDN facilities. Fingerprint clearance through ATCS in this category means that the individual does not have to submit fingerprints again for CNA/HHA certification.)

The Live Scan Fingerprint Process

In the Live Scan Process, fingerprints are electronically transmitted to the DOJ from a service site where the fingerprints are scanned and imaged. A local law enforcement agency should be able to give the location and telephone number of the nearest live scan site. Or, updated lists of live scan sites can be obtained from the Attorney General's website at: http://aq.ca.gov/fingerprints/publications/contact.php

Live Scan Vendors may vary in rolling fees. DOJ charges \$32 for processing fees. Live Scan sites may be accessed through the Identix Identification Services website at: www.L1id.com

To gain clearance for certification or en

	Certification or employment: With Live Scan
CNAs and HHAs must submit to ATCS upon enrollment and before patient contact:	 A completed 2nd copy of the BCII 8016 form, signed by the live scan technician; A completed and signed application (HS 283B);
ICF-DD, DDH, and DDN employees must submit to ATCS:	 A completed 2nd copy of the BCII 8016 form, signed by the live scan technician; Transmittal Application for Criminal Background Investigation (HS 322 form) completed and signed by the applicant.

Registry Verification

All SNFs, ICFs or DP/SNFs, are required to verify the status of a CNA with the California registry or out-of-state registries (see page 22) before allowing the CNA to provide any nursing services. Home health agencies or hospice programs should also verify the status of California certified HHAs.

The ATCS Registry has an automated telephone system that allows employers to obtain verification for up to five CNAs or HHAs per call at (916) 327-2445. By inputting the individuals' Social Security number, the system generates a confirmation number for the employer's records. (No written verification will be generated.)

State Director	State Directories of Nurse Assistant Ranistries			
State	Address	Phone #	Fox #	Woh Site
	Alabama Department of Public Health		# VB -	alle galle
Alabama	201 Monroe St., Ste. 600 Montgomery, AL 36104	(334) 206-5169	(334) 206-5219	www.adph.org
	Nurse Aide Registry			
Alaska	550 W. 7th Ave., Ste. 1550 Anchorage, AK 99501	(907) 269-8169	(907) 269-8169	www.comerce.state.ak.us
	Arizona Board of Nursing			
Arízona	1651 E. Morten Ave., Ste. 210 Phoenix, AZ 85020	(602) 889-5150	(602) 889-5155	www.azbn.org
	Arkansas Office of Long Term Care			
Arkansas	P.O. Box 8059 Mail Slot S405 Little Rock AR 72203-8059	(501) 682-1807	(501) 682-8551	N/A
	California Department of Public Health L&C, ATCS			
California	1615 Capitol Ave., MS 3301	(916) 327-2445	(916) 552-8785	www.cdph.ca.gov
	Sacramento, CA 95899-7416			
	Colorado Board of Nursing			
Coforado	1560 Broadway Ste. 880 Denver, CO 80202	(303) 894-2430	(303) 894-7693	www.dora.state.co.us/nursing
	Connecticut Nurse Aide Registry			
Connecticut	P.O. Box 13785 Philadelphia, PA 19101-3785	(800) 475-8290	NA	www.promissor.com
			·	

-	Long Term Care Residence Protection			
Delaware	3 Mill Rd., Ste. 308 Wilmington, DE 19806	(302) 577-6661	(302) 577-6672	www.state.de.us/dhss
District of	District of Columbia Nurse Aide Registry			
Columbia	P.O. Box 13785 Philadelphia, PA 19101-3785	(800) 475-8290	N/A	www.promissor.com
	C.N.A. Registry			
Florida	4052 Bald Cypress Way Bin #C-13	(850) 245-4567	(850) 245-4172	www.doh.state.fl.us/ingaservices
	Tallahassee, FL 32399			
-:,_	Georgia Nurse Aide Registry			
Georgia	1455 Lincoln Park Way East Ste. 750 Atlanta, GA 30346	(800) 414-4358	N/A	www.ghp.ga.gov
;	American Red Cross Hawaii Chapter			
Hawali	Nurse Aide Registry 4155 Diamondhead Rd Honolulu: HI 96816	(808 734-2101	N/A	N/A
	Idaho Nurse Alde Registry			
Idaho	3232 Elder St.	(800) 748-2480	(208) 334-6629	www.hd.master.com
	Bolse, 1D 83720-0061			
	Department of Public Health			
Illinois	525 W. Jefferson St. Springfield, IL, 62761	(217) 785-5113	(217) 524-0137	www.state.il.us
···	Indiana State Department of Health			
Indiana	2 N. Meridian St. Indianapolis, IN 46204	(800) 246-8909	(317) 233-7750	www.in.gov

	lowa Department of Inspections &			
·	Appeals			
lowa	Direct Care Worker's Registry Lucas State Office Building	(645) 204 4000		www.dia-hfd.state.ia.us
	321 E. 12th St.	(515) 201-4863	(515) 242-5022	
	Kansas Danada			
	Final Separation of Health & Environment			
	Health Organization			www.kdhe.state.ks.us/hoc
Kansas	1000 SW Jackson Ste, 200	(785) 296-0059	(785) 296-3075	
	Topeka, KS 68612			
	Kentucky Nurse Aide Registry			
Kentucky	312 Whittington Pkwy., Ste. 300A	(502) 329-7047	(502) 698-3955	www.kbn.ky.gov
	Louisville, KY 40222		0000 000 (700)	
	Louisiana Nurse Aide Registry	-		
Louisiana	5647 Superior Dr.	(225) 295-8575	(225) 205,8578	www.labenfa.com
	Baton Rouge, LA 70816	2 122 222 (222)	0/60-002 (022)	
	DHHS/C.N.A. Registry			
Maine	442 Civic Center Dr. Augusta, ME 04333-0011	(207) 287-9310	(207) 287-9325	NIA
	Maryland Board of Nursing			
Maryland	4140 Patterson Ave.	(410) 585-1900	(410) 358-3530	www.mban.org
	Baltimore, MD 21215		0000-000 (01+)	*
	Massachusetts Nurse Alde Registry			
Wassachusetts	10 West St. Boston. MA 02111	(617) 753-8144	(617) 753-8096	N/A

	Chaincay Informational			
Michigan	P.O. Box 6535 Princeton, NJ 08541	(800) 752-4724	(609) 895-5027	www.chauncey.com
Minnesota	Minnesota Nursing Assistant Registry 85 E. 7 th Pl., Ste. 300 P.O. Box 64501 St. Paul, MN 55164-0501	(800) 397-6124	(651) 215-8709	www.health.state.mn.us
Mississippi	Mississippi State Department of Health Facility Licensure & Certification 570 E. Woodrow Wilson Bivd. P.O. Box 1700 39215-1700	(601) 576-7300	(601) 576-7280	www.msdh.state.ms.us
Missouri	Department of Health & Senior Services Health Education Unit P.O. Box 570 Jefferson City, MO 65102	(573) 526-5686	(573) 526-7656	N/A
Montana	Quality Assurance Division Certified Nurse Aide Registry P.O. Box 202953 Helena, MT 59620-2953	(406) 444-4980	(406) 444-3456	http://161.7.8.64/QAD/nursealderegistry.jsp
Nebraska	Nebraska Nurse Aide Registry 301 centennial Mall So. P.O. Box 94986 Lincoln, NE 68509-4986	(402) 471-0537	(402) 471-1066	www.hhs.state.ne.us/cri/nursing/na/na.htm
Nevada	Nevada State Board of Nursing 2500 W. Sahara Ave., Ste. 207 Las Vegas, NV 89102	(888) 590-6726	(702) 486-5803	www.nursingboard.state.nv.us

	New Hampshire Board of Murring			
New Hampshire	21 S. Fruit St., Ste. 16 Concord, NH 03301-2431	(603) 271-2323	(603) 271-6605	www.nh.gov/nursing
New Jersey	New Jersey Nurse Aide Registry P.O. Box 13785 Philadelphia, PA 19101-3785	(800) 475-8290	NA	www.promissor.com
New Mexico	New Mexico Department of Health Nurse Aide Registry 1421 Luisa St. Ste. R Sante Fe, NM 87504	(505) 827-1417	(505) 827-1418	http://dhj.health.state.nm.us
New York	New York Nurse Alde 2000 Lenox Dr., 3rd. Fir. Lawrenceville, NJ 07648	(800) 805-9128	(609) 895-5027	www.prometric.com/nurseaide
North Carolina	Nurse Aide I Training & Registry Administration Division of Facility Services 2709 Mail Service Center Raleigh, NC 27699-2709	(919) 855-3969	(919) 733-9764	www.ncnar.org
North Dakota	North Dakota Department of Health Division of Health Facilities 800 E. Boulevard Ave., Dept. 301 Bismarck, ND 58505-0200	(701) 328-2353	(701) 328-1890	N/A
Ohlo	Ohlo Department of Health Nurse Alde Registry 243 N. Height St. Columbus, OH 93215	(614) 752-9500	(614) 995-5085	www.odh.state.oh.us
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	Oklahama Otala D			
Oklahoma	Nurse Aide Registry P.O. Box 268816 Oklahoma City, OK 73126	(800) 695-2157	N/A	www.health.ok.gov
Oregon	Oregon State Board of Nursing 800 NE Oregon St., Ste 465 Portland, OR 97232	(971) 673-0685	(971) 673-0684	www.oregon.gov/OSBN
Pennsylvania	PA NA Registry P.O. Box 13785 Philadelphia, PA 19101-3785	(800) 475-8290	N/A	www.promissor.com
Rhode Island	Nurse Aide Registry 3 Capitat Hill Room 105 Providence, RI 02908	(401) 222-5888	(401) 222-3352	www.health.ri.gov
South Carolina	South Carolina Nurse Aide Registry P.O. Box 13785 Philadelphia, PA 19101-3785	(800) 475-8290	N/A	www.promissor.com
South Dakota	South Dakota Board of Nursing 4305 S. Louise Ave., Ste. 201 Sloux Falls, SD 95706	(605) 362-2760	(605) 362-2768	www.state.sd.us/doh/nursing
Tennessee	lennessee Department of Health C.N.A. Program 1 sty. Floor, Cordell Hull Bldg. 425 5th Ave., North Nashville TN, 37247-0530	(615) 532-5171	(615) 248-3601	www.state.tn.us/health

Texas Nurse Aide Registry P.O. Box 149030 Mall code W240 Austin, TX 78714-9030 Utah Nursing Assistant Registry Utah S50 E. 300 South Kaysville, UT 84037 Vermont Board of Nursing Montpelier, VT 05609 Board of Nursing Montpelier, VT 05609 Board of Nursing Wirgin Islands P.O. Box 4247 Charlotte Amalle, VI 00803 Health Profession Quality Assurance/Nursing Olympla, WA 98507-1099 Office of Health Facility, Licensure & Certification				
<u>w</u>	in of Aging & Disability			
<u> </u>	0	(512) 231-5829	(512) 231-5858	www.dads.state.tx.us
<u> </u>	sistant Registry			
<u>s</u>		(801) 547-9947	N/A	www.ulahcna.com
<u> </u>	Nursing			
<u> </u>	Building	(802) 828-2396	(802) 828-2484	www.vtprofessionals.org/opr1/nurses
<u> </u>				
<u>s</u>		(804) 662-7310	(804) 662-9512	www.dhp.virginia.gov
ø.	rd of Nurse Licensure			
		(340) 776-7397	(340) 777- 4003	www.vibni.org
	Quality			
Office of Health Facility, Licensure 8 Certification	•	(360) 725-2570	(360) 236-4738	www.doh.wa.gov
	cility, Licensure &			
West Virginia 1 Davis Sq., Ste. 101 Charleston, WV 25301	01	(304) 558-0050	(304) 558-2515	www.wydhhr.org/ohflac

	Office of Caregiver Quality			
Wisconsin	2917 International Ln., Ste. 300 Madison, WI 53704	(608) 343-2019	(608) 343-2019 (608) 243-2020	http://dhfs.wisconsin.gov/caregiver/NATD/NATDintro.htm
	Wyoming State Board of Nursing			
Wyoming	2020 Carey Ave. Ste 110	(307) 777-7601 (307) 777-3519	(307) 777-3519	http://nursing.state.wy.us
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CERTIFIED NURSE ASSISTANT FUNCTIONS

This functional statement has been developed by the CDPH as appropriate CNA functions to be performed under the supervision of a licensed nurse in a licensed health facility. The Board of Registered Nursing agrees that these functions do not infringe upon the practice of nursing.

Communicate with the resident; observe resident responses to treatment and/or environment and report changes to licensed nurse.

Provide the following personal care and comfort measures:

- Bathing: bed, tub, and shower
- Hair care, shampoos, medicinal shampoos
- Shaving
- Dressing and undressing
- Oral hygiene and denture care
- Toileting
- Nail care (except that which requires a podiatrist)
- Care of hearing aids, glasses, prosthetic devices, personal equipment and belongings
- Incontinence care
- Routine skin care
- · Prevention of pressure ulcers
- Perineal care
- Assistance with mobility: range of motion, transfers, ambulation, positioning, exercises as ordered and demonstrated by an RN or physical therapist
- · Maintenance of a clean and healthful environment

Perform the following procedures:

- Feed patients
- Take vital signs: temperature, pulse, respirations, and blood pressure
- Measure height and weight
- Measure and record in-take and out-put
- · Assist with use of bedpan, urinal, and commode
- Collect specimens; urine, stool, and sputum
- · Assist with bowel and bladder retraining
- Provide perineal care

- Provide or assist with bath
- Provide care to patients with urinary, gastric, oxygen, and intravenous tubing (excluding inserting, suctioning, changing or repositioning the tubes)
- Make beds
- Insert cleansing enemas, laxative suppositories
- Heimlich maneuver
- CPR (with current certification)
- Apply non-sterile dry dressings to intact skin surfaces
- Apply non-legend topical ointments, creams, lotions, and solutions to intact skin
- Chart the medical record

A CNA MAY NOT PERFORM ANY NURSING FUNCTIONS THAT MUST BE PERFORMED BY A LICENSED HEALTH CARE PROFESSIONAL. Examples

- Perform invasive procedures
- Pass/administer medications or give injections (This includes the administration of any medication associated with treatment of eyes, ears, nose, mouth, or genitourinary tract.)
- Perform ostomy care or apply wafer to skin
- Insert, irrigate, or replace catheters
- Suctioning
- Perform sterile procedures (dressing changes, debridement, tracheostomy care)
- Administer gastrostomy or naso gastric feedings
- Administer oxygen

HOME HEALTH AIDE FUNCTIONS

This functional statement has been developed by the CDPH as appropriate HHA functions to be performed under the supervision of a licensed vocational or registered nurse through a licensed home health agency. The certified HHA shall demonstrate competency prior to providing patient care. The Board of Registered Nursing agrees that these functions do not infringe upon the practice of nursing.

Communicate with the patient and observe patient response to treatment and/or environment and report changes to licensed nurse and therapist.

Provide and record the following personal care and comfort measures:

- · Bathing: bed, tub, shower
- Hair care, shampoos, medicinal shampoos
- Shaving
- Dressing and undressing
- Oral hygiene and denture care
- Toileting
- Nail care (except that which requires a podiatrist)
- Care of hearing aides, glasses, prosthetic devices, personal equipment and belongings
- Incontinence care
- Routine skin care
- Prevention of pressure ulcers
- Perineal care
- Assistance with mobility: range of motion, transfers, ambulation, positioning, exercise as ordered and taught by an RN, physical therapist, or other appropriate health personnel
- Meal planning, food purchasing, preparation, serving, sanitation, and storage
- Maintenance of a clean and healthful environment
- Home safety and appropriate home emergency intervention

Perform the following procedures:

- Feed patients
- Take vital signs: temperature, pulse, respirations, and blood pressure
- · Measure height and weight
- Measure and record in-take and out-put

- Assist with use of bedpan, urinal, and commode
- Collect specimens; urine, stool, and sputum
- Assist with bowel and bladder retraining
- Provide perineal care
- Provide or assist with bath
- Provide care to patients with urinary, gastric, oxygen, and intravenous tubing (excluding inserting, suctioning, changing or repositioning the tube)
- Make beds
- Insert cleansing enemas, laxative suppositories
- Heimlich maneuver
- CPR (with current certification)
- Apply non-sterile, dry dressings to intact skin surfaces
- Apply non-legend topical ointments, creams, lotions, and solutions to intact skin surfaces
- Chart the medical record
- Changing Colostomy Bags
- Perform ostomy care or apply wafer to skin

AN <u>HHA</u> MAY NOT ADMINISTER ANY NURSING FUNCTIONS THAT MUST BE PERFORMED BY A LICENSED HEALTH CARE PROFESSIONAL. Examples are:

- Perform invasive procedures
- Pass/administer medications or give injections (This includes the administration of any medication associated with treatment of eyes, ears, nose, mouth, or genitourinary tract.)
- Insert, irrigate, or replace catheters
- Suctioning
- Perform sterile procedures (dressing changes, debridement, tracheostomy care)
- Administer gastrostomy or nasogastric feedings
- Administer oxygen

Disqualifying Penal Code Sections

Convictions for violations of any of the following penal code sections require automatic denial or revocation of CNA and HHA certification and/or ICF/DD, DDH, DDN employment.

Section	1
187	Murder defined; death of fetus
192(a)	Manslaughter, Voluntary
203	Mayhem
205	Aggravated Mayhem
206	Torture
207	Kidnapping
209	Kidnapping for ransom, reward, or extortion or robbery
210	Extortion by posing as kidnapper or by claiming ability to obtain release of victim
210.5	False imprisonment for purposes of protection from arrest or use as shield
211	Robbery (includes degrees in 212.5 (a) and (b))
220	Assault with intent to commit mayhem, rape, sodomy, oral copulation, rape in concert with another, lascivious acts upon a child, or penetration of genitals or anus with a foreign object
222	Administering stupefying drugs to assist in commission of a felony
243.4	Sexual battery (includes degrees (a) - (d))
245	Assault with deadly weapon or force likely to produce great bodily injury (Includes degrees (a)-(e))
261	Rape (includes degrees (a)-(c))
262	Rape of spouse (Includes degrees (a) -(e))
264.1	Rape or penetration of genital or anal openings by foreign object, acting in concert by force or violence
265	Abduction for marriage or defilement
266	Inveiglement or enticement of unmarried female under 18 for purposes of prostitution
266a	Taking a person without will or by misrepresentation for prostitution
266b	Taking person by force
266c	Sexual act by fear
266d	Receiving money to place person in cohabitation
266e	Placing a person for prostitution against will
266f	Selling a person
266g	Prostitution of wife by force
266h	Pimping
266i	Pandering
266j	Placing child under 16 for lewd act
266k	Felony enhancement for pimping/pandering
267	Abduction; person under 18 for purposes of prostitution
<u>Section</u>	•

273a	Willful harm or injury to a child; endangering person or health (Includes degrees (a)-(c))
273d	Corporal punishment/injury to a child (Includes degrees (a)-(c))
273.5	vvilitut infliction of corporal injury (Includes (a)-(h))
285	incest
286(c)	Sodomy with person under 14 years against will by means of force, violence, duress, menace, or fear
(d)	Voluntarily acting in concert with or aiding and abetting
(f)	Sodomy with unconscious victim
(g)	Sodomy with victim with mental disorder or developmental or physical disability
288	Lewy of lascivious acts with child under age of 14
288a(c)	Oral copulation with person under 14 years against will by means of force, violence, duress, menace or fear
(d)	Voluntarily acting in concert with or aiding and abetting
(f)	Oral copulation with unconscious victim
(g)	Oral copulation with victim with mental disorder or developmental or physical disability
288.5	Continuous sexual abuse of a child (Includes degree (a))
289	Penetration of genital or anal openings by foreign object (Includes degrees (a) (i))
289.5	Rape and Sodomy (includes degrees (a) and (b))
368	Elder or dependent adults; infliction of pain or mental suffering or endangering health; theft or embezzlement of property (Includes degrees (b)-(f))
451	Arson of structure, forest, land or property; great bodily injury (Includes degrees (a)-(e))
459	Burglary (Includes degrees in 460 (a) and (b))
470	Forgery, intent; documents of value; counterfeiting seal; falsification of records (Includes (a)-(e))
475	Possession or receipt of forged bills, notes, trading stam ps, lottery tickets or shares (includes degrees (a) - (c))
484	Theft
484b	Intent to commit theft by fraud
484d-j	Theft of access card, forgery of access card, use of card unlawfully altered or obtained; false representation of card ownership
487	Grand theft (Includes degrees (a)-(d))
*488	Petty theft
*496	Receiving stolen property (includes (a)-(c))
503	Embezzlement (Includes 504, 504a, 504b, 505, 506, 506a, 506b, 507 and 508)
518	EXIORION
666	Repeat convictions for petty theft, grand theft, burglary, carjacking, robbery and receipt of stolen property

ATCS will automatically deny or revoke a CNA/HHA certificate or deny ICF/DD, DDH, DDN employment of any individual convicted for the above-listed Penal Code Sections pursuant to California law.

Certification of applicants with convictions on this list MAY be reconsidered by ATCS only if misdemeanor actions have been dismissed by a court of law or a Certificate of

Rehabilitation has been obtained for felony convictions. Any other convictions, other than minor traffic violations, must also be reviewed by ATCS.

*AB 1068 Chapter 898, Statutes of 1998 excludes these misdemeanor convictions from the "automatic" list for renewing CNAs only if the CNA has had no subsequent convictions in the last 5 years. This time limit provision becomes inoperative on 8-1-01.

This publication listed below is available by clicking on the link or by typing it into your browser:

http://www.dhs.ca.gov/lnc/download/cert/CertFacts.pdf