

**ALL  
HEALTHCARE  
INSTITUTE**

12235 Beach Blvd, Suite 206  
Stanton CA 90680

562-469-9302  
All-hci.com

**SCHOOL CATALOG  
01/01/2023 – 12/31/2023**

## Table of Contents

Greetings, Mission Statement, School Objective, History and Ownership	4
Advisory Board	5
General Information, Statement of Non-Discrimination, Disability Services	5
Certificate and Licensure Programs	6
Facilities for NA Program	7
Admission Requirements, Health Exam and Screening Requirements	8
The Type and Amount of General Education Requirement (ATB)	9
Criminal Background Clearance Policy	10
Enrollment Procedure	10
Program Clock Hours, Equipment for NA Program, Transfer/Experiential Credits	11
Transfer of Articulation Agreements, Length of Program, Class Size	11
Program Description, Schedule	12
Program Objectives	12
Course Title, Course Description, Student Learning Outcomes	13
Method of Delivery Nurse Assistant Program, Instructional Methodology	13
NA Course Syllabus	13
Faculty, Program Director, Instructor Qualifications; Curriculum Development	19
Course Delivery Mode, Leave of Absence, Excused Absenteeism	21
Unexcused Absenteeism, Tardiness, Attendance Policy	22
Make up: Theory and Clinical	23
Academic and Progress Standard, Grading and Evaluation Procedures	24
Methods of Evaluation of Theory	25
Satisfactory Academic Progress (Termination Policy)	25
Academic Probation, Reinstatement Appeal	26
Appeals Process	27
Graduation Requirements, Eligibility for Certification	27
Scheduling a Nurse Assistant Exam	28
Testing Day Instructions, Rescheduling Policy	28
Gainful Employment, Transfer or Articulation Agreement	29
Visa/Foreign Students, Language Proficiency, Non-Credit/Remedial Courses	29
Distance Education, Self-Monitoring Procedures, Class Cancellation	30
Student Records, Records/Maintenance	30
Periodic Review of Student Records, FERPA	31
Financial Policies, Late Fees and Returned Check Fee	34
Transcript Request, Loans, Language of Enrollment	35
NA Program Tuition Costs	35
Other Miscellaneous Cost, Financial Aid, Student's Right to Cancel, Withdrawal Policy	36
Loan Default, Refund Policy, How Refunds are Calculated	37
Institution in Default, Academic Advising	38
Student Services, Library and Reference Materials	39
Placement Assistance, Student Code of Conducts and Traits	40
Re-Entry Policy	42

Grievance Policy	43
Complaint Grievance Procedure	44
Reinstatement Policy, Dress Code Policy	45
Drug and Substance Abuse Policy	46
Termination, Appeal and Reinstatement, Unofficial Withdrawal	47
Automatic Withdrawal, Appeal	47
Student's Rights	48
Curriculum Evaluation Methodology Policy	49
Clinical Facilities Evaluation Policy	49
Clinical Rotation/Affiliation Policy	50
Counseling Services, Disclosures	50
Student and Career Services	51
Sexual Harassment Policy	52

## Greetings!

We at All Healthcare Institute welcome you with open arms. We believe that given the chance, our institution will be able to provide you a comprehensive quality healthcare training. There is no shortcut in learning so we will provide a straight path forward in your education in healthcare. You do your part and we will do our part. This is our promise to you. Our door is open to anyone who is willing to learn and succeed. No exception! Please read the catalog in its entirety as it contains important information on school policies and available student services.

## Mission Statement:

All Healthcare Institute's mission is to train motivated students become successful in their quest to become competent healthcare professionals. The fastest way from point A to point B is a straight line. We will provide that straight line to achieve your goal.

## School Objective:

Provide the healthcare workforce with highly skilled competent healthcare professionals with the highest standards in ethics and values.

To achieve this objective, AHI has developed and made available to students the necessary educational resources and tools that will:

- Facilitate lifelong learning by updating, enhancing, or assessing technical knowledge and skills that will meet health care needs of the public and the needs of the profession;
- Implement an individual learning plan;
- Provide a forum for an exchange of ideas and discussion on controversial issues and trends facing the profession;
- Relate to the conceptual framework of the particular profession; and
- Provide learning outcomes that apply to their individual practice.

## History and Ownership:

The founders and owners of All Healthcare Institute own and operate several businesses in healthcare and education. The over 20 years of combined experiences of the founders gave the inspiration and vision to form the All Healthcare Institute.

All Healthcare Institute, established in 2022, is a private institution. The institution is organized and operated as a California for profit Corporation. The institution is in its early stages and just only beginning to write its own history. We hope to provide a long successful history to come, together.

**Advisory Board:**

**Advisory Board for Nurse Assistant (NA) Program**

<b>Name</b>	<b>Organization</b>	<b>Programs</b>
Marcial Calagui	Program Director All Healthcare Institute	Nurse Assistant Program Home Health Aide Program
Antoniette Dayrit	RN, MSN, VN Instructor Kaiser Permanente, Homestead Schools	Nurse Assistant Program Home Health Aide Program
Eunie Grace Sulio	NA Instructor All Healthcare Institute	Nurse Assistant Program Home Health Aide Program
Monica Cendana Daniel	Owner, Homecare Pro Services Inc.	Nurse Assistant Program Home Health Aide Program
Jennifer Dayrit	RN, BSN, Case Manager ISYS Solutions	Nurse Assistant Program Home Health Aide Program

**General Information:**

The Nurse Assistant (NA) program is approved through the California Department of Public Health (CDPH), Licensing and Certification, Nurse Assistant Certification Section.

California Department of Public Health

MS 3301, P.O. Box 997416

Sacramento, CA 95899

The school is approved unaccredited and offers a certification program, whereas the graduate of the Nurse Assistant program is eligible to sit for the CERTIFICATION exam in California Department of Public Health to become Certified Nurse Assistant (C N A). A student enrolled in an unaccredited institution is not eligible for federal financial aid programs.

**Statement of Non-Discrimination**

All Healthcare Institute does not discriminate in its enrollment practices on the basis of race, religion, national origin, sexual orientation, gender or ethnicity.

**Disability Services**

All Healthcare Institute complies with the Americans with Disability Act of 1990 and section 504 of the Federal Rehabilitation Act 1973. In accordance with the college policy, when requested, reasonable accommodations may be provided for individuals with disabilities.

The practice of nursing is an applied discipline that uses cognitive, sensory, affective and psychomotor elements. Students must be able to perform the functions that are necessary for the safe practice of nursing.

Students seeking special accommodations due to a disability must submit an application with supporting documentation to the Program Director or designee. The Program Director or designee will consider all materials and will afford qualified individuals with appropriate accommodations. If a student is denied accommodation or believes the accommodation afforded is insufficient may appeal within thirty days of the original decision by writing:

Eunie Grace Sulio  
Office Manager  
12235 Beach Blvd., Suite 206  
Stanton, CA 90680

#### Review Documents Prior to Signing

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement.

#### Filing a Complaint

A student or any member of the public may file a complaint about this institution with the:

California Department of Public Health  
MS 3301, P.O. Box 997416  
Sacramento, CA 95899

#### Bankruptcy

All Healthcare Institute has NO pending petition in bankruptcy, is NOT operating as a debt or in possession, has NOT filed a petition within the preceding five years, or had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code (11U.S.C.Sec.1101etseq.).

#### Certificate and Licensure Programs: Nurse Assistant Program

##### PROGRAM OF STUDY AND COURSE DESCRIPTIONS – NURSE ASSISTANT (NA)

The program of study currently offered at All Healthcare Institute is the Nurse Assistant training program which is designed to lead to employment in the health care setting such as acute care hospitals, long-term care setting, skilled nursing facility, board and care facilities and/or assisted living facilities.

Students will be able to:

1. assist patients with the activities of the daily living
2. measure and record vital signs
3. assist nursing staff with patient care

4. change bed linens and supplies
5. understand nursing vocabulary and acronyms
6. conduct themselves professionally with patients and their family
7. do admitting and transferring and discharging residents
8. deal with death and dying care
9. do restorative nursing and time management

Once students complete the program they are qualified to take the certification examination through the National Nurse Aide Assessment Program (NNAAP) to be employed as Certified Nurse Assistant.

The Nurse Assistant training program is under the general supervision of the Program Director who is duly approved by CDPH. The instructors are licensed registered nurses, and licensed vocational nurses, who are approved by CDPH and actively employed in the field.

Equipment and materials used for the instruction include: 2 hospital beds, linens, 2 mannequin, bedside tables, personal protective equipment, wheelchair, scale, bedside commode, blood pressure equipment, stethoscope, thermometer; pulse oxymeter, disposable supplies.

All Healthcare Institute applied and developed the five core competencies in our training program.

These are:

1. **Communication:** Effectively communicate findings/observations and work collaboratively with the interdisciplinary team.
2. **Health, Safety and Security:** Nurse Assistant student understands their responsibility in ensuring the safety, health promotion and security of and in their residents.
3. **Service Improvement and Quality:** Nurse Assistant student participation in simulation lab training to promote skills, increase confidence and develop critical thinking abilities to provide the best care for the residents.
4. **Cultural Diversity:** Nurse Assistant student Learn and develop the appreciation and understanding of the cultural diversity. Graduates will be able to provide and demonstrate culturally competent care.
5. **Personal and People Development:** Nurse Assistant students are encouraged to be lifelong learners. Students develop the understanding and appreciation of the art of human caring through all five competencies.

#### Facilities for NA Program

All Healthcare Institute school facilities comply with all federal, state and local ordinances and regulations, including those related to fire safety, building safety, and health. Facilities are accessible to disabled individual. The School is conveniently located near public transportation and is easily accessible from Freeways 5, 405, 91 and 22. Free parking is available.

All classes are held at 12235 Beach Blvd., Suite 206, Stanton CA 90680. All Healthcare Institute is 2,000 square foot suite on the second floor and consists of one classroom, one simulation laboratory, a student lounge, a resource center and library, reception area, faculty stations, and administrative offices. The simulation laboratory has an electric hospital bed, a mannequin for demonstration and supplies needed for actual patient care demonstration.

Practicum and clinical training take place at several off-campus locations. All off-campus sites will be equipped with all of the necessary equipment conducive to teaching and learning for training. Off campus sites will be as close to the campus as possible. Clinical training facilities are approved by the California Department of Public Health.

Clinical training sites:

West Anaheim Extended Care	Rowntree Gardens
645 S. Beach Blvd.	12151 Dale Street
Anaheim, CA 92804	Stanton, CA 90680

#### Admission Requirement for NA Program

Be at least 18 years of age.

- Must have a high school diploma or its equivalency.
- If students do not have high school diploma or its equivalency, the students must pass the scholastic level exam, Wonderlic Basic Skills Test (WBST) or other US Department of Education recognized ATB eligibility exam.
- Submit completed physical examination report, and TB test or chest X-ray report. TB test must be done within the last 12 months. Chest X-ray is needed if tested positive for TB. Chest X-ray reports is valid for 2 years.
- Submit Immunization records, Influenza vaccine and current COVID vaccine/booster.
- Pass a criminal background check and LIVE Scan screening
- Submit a valid ID and Social Security card

#### Health Exam and Screening Requirements

Each student enrolled in a certification training program or competency evaluation program shall have a health examination prior to participating in segments of the program which involve contact with patients in a nursing facility.

This examination shall include:

- A medical history and physical examination.
- A test for tuberculosis infection that is recommended by the federal Centers for Disease Control and Prevention (CDC) and licensed by the federal Food and Drug Administration (FDA), unless medically contraindicated. If a positive test result is obtained, a chest x-ray shall be taken within 90 days of starting clinical, unless medically contraindicated.



- A report, signed by the physician, physician's assistant or nurse practitioner, shall be provided to the nursing facility. This report shall indicate that "the student does not have any health condition that would create a hazard to self or other."
- The MMR (measles, mumps, and rubella) vaccinations are optional for students; however, are not required by the training program, unless otherwise required by the clinical training sites.
- The Hepatitis B vaccines are optional for students; however, are not required by the training program, unless otherwise required by the clinical training sites.
- Flu vaccine as a requirement annually.
- COVID vaccine and booster

### The Type and Amount of General Education Requirement

Nurse Assistant and Home Health Aide requires a high school diploma or its equivalency. However, if the student does not have high school diploma or its equivalency, he/she must take and pass the school required examination, Wonderlic Basic Skills Test (WBST) or other US Department of Education recognized ATB eligibility exam.

### Ability-To-Benefit Students

Ability-to- Benefit (ATB) students are those who do not possess a high school diploma, GED, or recognized equivalent and are beyond the California State age of compulsory school attendance. Certified, passing scores from the Wonderlic Basic Skills Test (Wonderlicexam) or other US Department of Education recognized ATB eligibility exam are valid for five years.

All ATB students will undergo pre-admission advising prior to enrollment. An applicant who is not a high school graduate or the equivalent may apply for enrollment in the Nurse Assistant program after successful completion of WBST.

ATB testing is administered by a certified independent test administrator and is scored by the test publisher. Student must provide a valid government issued ID card and a social security number prior to testing. ATB students may not begin classes until they have passed the ATB test as evidenced by an unofficial test report. ATB students will not be officially accepted until official passing scores have been received by the school from the publisher.

An ATB applicant who fails the Wonderlic exam must wait a minimum of 7 calendar days before retaking a second version of the Wonderlic exam. If the applicant fails both versions of the Wonderlic exam, the applicant must wait a minimum of 30 days from the date of the second attempt before re-applying for admission to the school. Passing scores for the Wonderlic exam are valid for five years.

Students admitted on an Ability-to-Benefit basis must score the following minimums:

WONDERLIC	MinimumScore
Verbal	200
Quantitative	210

## CRIMINAL BACKGROUND CLEARANCE POLICY

**Upon enrollment** in a training program for nurse assistant certification, students must fill out CDPH283B Forms and complete and submit LiveScan form.

How to fill out CDPH 283B

Student fills out Section I-III.

School fills out Section IV.

### Live Scan Form

All students complete LiveScan fingerprinting upon enrollment. If LiveScan result matches the fingerprints in the Department of Justice database (oag.ca.gov), the student may be disqualified from admission and from taking the certification exam.

School submits CDPH283B and LiveScan forms to the Department's Aide & Technician Certification Section Registry upon student enrollment. School keeps copies of Initial CDPH283B in student files for 5 years.

If applicants have concerns about prior convictions of a crime or misdemeanor, they may contact the California Department of Public Health at (916)327-2445 or write to:

Criminal Background Section  
P.O. Box 997416, MS 3304  
Sacramento, CA 95899

### Enrollment Procedure

- After being granted admission, a prospective student is required to sign an enrollment agreement detailing the specific training the student will receive, the costs the student will incur, and when the student will begin classes.
- Application form must be completed and signed.
- Student Agreement form must be signed.
- Present the original copy of the Social Security Number and submit a copy.
- Submit Copy of the Driver's license.
- Submit completed physical examination form.
- LiveScan fingerprint service.
- Complete criminal screening form.
- Consent to Release of Information Form.
- Full payment is due on or before first day of class.

### Program Clock Hours/Credits

Program	Theory hours	Clinical/Lab hours	Credit	Weeks
NA Day Program	62 hrs	100 hrs/18 hrs	N/A	6 weeks

### Equipment for NA Program

All Healthcare Institute owns and is equipped with instructional equipment that is in good working order and sufficient to meet the needs of the current student body. Equipment and materials used for instruction include but not limited to: audiovisual, hospital beds, linens, mannequin, bedside and overhead table, personal protective equipment, wheelchair, cane, scale, bedside commode, disposable supplies, computers and software and video camcorder.

### Transfer/Experiential Credits

All Healthcare Institute will review transfer of credits; however, may not guarantee acceptance of credit.

### Notice concerning transferability of credits and credentials earned at our institution

“The transferability of credits you earn at All Healthcare Institute is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the educational programs is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your course work at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending All Healthcare Institute to determine if your certificate will transfer.”

### Transfer or Articulation Agreements

All Healthcare Institute has not entered into a transfer or articulation agreement with any other college or university.

### Length of Program

All Healthcare Institute meets the minimum required training hours for their nurse assistant program set forth by California Code of Regulations (CCR) Title 22, Section 71835(n). The program has a total of 162 hours of training: 62 hours for the theory based on the Nurse Assistant Training and Assessment Program (NATP); and 100 hours for the clinical training at the contracted, state approved clinical sites.

There is one class schedule offered at All Healthcare Institute. The Day class, 162 hours/6 weeks.

### Class Size

The student to instructor ratio will be limited to 15:1 for demonstration of skills and clinical training.

## Program Description

Nurse Assistants work under the supervision of a nurse and provide assistance to patients with daily living tasks. Working closely with patients, Nurse Assistants are responsible for basic care services such as bathing, grooming and feeding patients, assisting nurses with medical equipment, and checking patient vital signs. Nurse Assistants give patients important social and emotional support and also provide vital information on patient conditions to nurses.

Day Class:

162 hours/6weeks

Theory: Monday through Friday 9:00 am to 3:30 pm

Clinical: Monday through Friday 7:00 am to 3:30pm

Class Size: Instructor to Student Ratio: 1:15

## Program Objectives

- Upon completion of the Nurse Assistant Program, the student will be eligible to take the certification by the State of California and be able to:
- Provide nursing care to patients in hospitals, nursing homes or long-term care settings.
- Perform comfort and personal care measures in the health/home care setting.
- Provide basic emotional, physical, psychological and spiritual support to clients in the health/home care settings.
- Cooperate with the health care team members to coordinate delivery of Nurse Assistant care and seek guidance when necessary.
- Exhibit professional conduct, appearance, and ethical behavior when providing Nurse Assistant care.
- Demonstrate skills which provide for the restorative needs of clients.
- Demonstrate effective written/oral communication in maintaining relationship with clients, families, and other health care members.
- Maintain the rights of clients.
- Perform Nurse Assistant care with regard to the principles of infection control.
- Perform basic emergency procedure for all aged clients.
- Demonstrate procedures in a safe therapeutic manner in the health/home care setting to meet federal/state mandates.
- Demonstrate defensive driving techniques.
- Conduct a self-inventory of personal strengths for the purpose of improving performance.
- Identify the similarities/differences in the role of the Nurse Assistant in the health care setting and the role of the health nursing aide in the home care setting.

**Course Title:** NURSE ASSISTANT

**No. of Weeks:** 6weeks – Day Program

**Course Description:**

The course prepares the students to function as Nurse Assistant in nursing centers, hospitals and home care settings. It also emphasizes the needs of individuals across life span like caring, understanding, protecting and respecting the person's and resident's rights as persons with dignity and values. It includes understanding of the legal principles both federal and state laws with regards to their roles, range of functions and limitations. This also focuses on the role, limitations, responsibilities and professional boundaries.

#### Student Learning Outcomes

Students will be able to demonstrate knowledge of common elements required for certification by the CDPH. This will be measured by student achievement of a passing grade on instructor developed and administered final examinations.

Students will be able to demonstrate compliance with standards of practice for Nurse Assistants. This will be measured by an administered skills test given at the end of each program to each student that contains core elements of practice such as privacy, safety, dignity and patient rights.

Students will be able to demonstrate competence with all skills required for certification. This will be measured by an administered skills competency test given at the end of each program that contains elements of all required steps for all required skills.

#### Method of Delivery Nurse Assistant Program:

The method of instructional delivery of the course is a face-to-face (F2F) course in which class meetings are delivered fully on-site with face-to-face interaction between the instructor and student. A face-to-face course includes lecture, class discussions, role play, Power Point discussions and Q&A.

#### Instructional Methodology

The class is conducted through interactive presentation by using Power Point presentation and audio visuals to facilitate group learning, discussion and presentation. Foreexample, video camera is used during simulation laboratory to record students performing skill demonstration for self-improvement leading to mastery of the skills. Examinations are given to assess student learning and understanding of the instructions. Take home assignments and activities are given to students to enhance learning and reinforcement.

#### NA Course Syllabus

	Theory	Skills	Clinical
(1) Module 1. Introduction.	2		
(A) Role and responsibilities of the Certified Nurse			
(B) Title 22, division 5, California Code of Regulations,			
(C) Requirements for nurse assistant certification.			
(D) Professionalism.			

(E) Ethics and confidentiality.			
(2) Module 2, Patients' Rights.	3	0.5	1
(A) Title 22			
(B) Health and Safety Code			
(C) Code of federal regulations			
(D) Preventing, Recognizing & reporting of resident right violations			
(E) Preventing, Recognizing and reporting of residents abuse.			
(3) Module 3. Interpersonal skills.	2		
(A) Communications.			
(B) Defense mechanisms.			
(C) Sociocultural factors.			
(D) Attitudes toward illness and health care.			
(E) Family interaction			
4) Module 4. Prevention and Management of Catastrophe and Unusual Occurrences.	1	0.5	1
(A) Emergency.			
(B) General safety rules.			
(C) Fire and disaster plans.			
(D) Roles and procedures for Certified Nurse Assistants.			
(E) Patient safety.			
(5) Module 5. Body Mechanics.	2	0.5	4
(A) Basic rules of body mechanics.			
(B) Transfer techniques			
(C) Ambulation.			
(D) Proper use of body mechanics and positioning			
(6) Module 6. Medical and Surgical Asepsis.	2	2	8
(A) Micro-organisms.			
(B) Universal precautions			
(C) Basic principles of asepsis.			
(7) ) Module 7. Weights and Measures.	1		1
(A) ) The metric system.			
(B) Weight, length and liquid volume.			
(C) Military time i.e. a twenty-four (24) hour clock.			
(8) Module 8. Patient Care Skill.	14	4	40
(A) Bathing and medicinal baths			
(B) Dressing.			
C) Oral hygiene.			

(D) Hair care, hair shampoo, medicinal shampoo, nail care and shaving.			
(E) Prosthetic devices.			
(F) Skin care including prevention of decubitus ulcers.			
(G) Elimination needs.			
(H) Bowel and bladder retraining.			
(I) Weighing and measuring the patient.			
(9) Module 9. Patient Care Procedures.	7	3	20
(A) Collection of specimens, including stool, urine and			
(B) Care of patients with tubing			
(C) Intake and output.			
(D) Bedmaking.			
(E) Cleansing enemas and laxative suppositories			
(F) Admission, transfer and discharge.			
(G) Bandages and nonsterile dry dressings			
(10) Module 10. Vital Signs.	3	2	6
(A) Purpose of vital signs.			
(B) Factors affecting vital signs.			
(C) Normal ranges.			
(D) Methods of measurement.			
(E) Temperature, pulse, respiration.			
(F) Blood pressure.			
(G) Abnormalities.			
(H) Recording.			
(11) Module 11. Nutrition.	2	2	6
(A) Proper nutrition.			
(B) Feeding techniques.			
(C) Diet therapy.			
(12) Module 12. Emergency Procedures.	2		1
(A) Signs and symptoms of distress.			
(B) Immediate and temporary intervention.			
(C) Emergency codes.			
(13) Module 13. Long-Term Care Patient (Non-SNF/ICF)	5	2	4
(A) Special needs of persons with developmental and mental disorders including intellectual disability, Alzheimer's disease, cerebral palsy, epilepsy, dementia, Parkinson's disease, and mental illness (2hours)			
(A2) Special needs of persons with Alzheimer's disease and related dementias (2 hours)			

(B) Introduction to anatomy and physiology (B-F Minimum 1 hour)			
(C) Physical and behavioral needs and changes			
(D) Community resources available.			
(E) Psychological, social and recreational needs.			
(F) Common diseases and disorders including signs and symptoms.			
(14) Module 14. Rehabilitative Nursing.	2	1	4
(A) Promoting patients' potential.			
(B) Devices and equipment.			
(C) Activities of daily living.			
(D) Family interactions.			
(E) Complication of inactivity.			
(F) Ambulation.			
(G) Range of Motion.			
(15) Module 15. Observation and Charting.	4	0.5	4
(A) Observation of patients and reporting responsibility.			
(B) Patient care plan.			
(C) Patient care documentation.			
(D) Legal issues of charting.			
(E) Medical terminology and abbreviations.			
(16) Module 16. Death and Dying.	2		
(A) Stages of grief.			
(B) Emotional and spiritual needs of the patient and			
(C) Rights of the dying patient.			
(D) Signs of approaching death.			
(E) Monitoring of the patient.			
(F) Post mortem care.			
Module 17: Abuse (as per HSC 1337.1 and 1337.3)	8		
(A) Preventing, recognizing, and preventing instances of resident abuse			
Total Hours	62	18	100

### Module 1 – Introduction

The purpose of this unit is to introduce the student to California Code of Regulations, Division 5, Title 22, which regulates healthcare facilities, and to introduce the roles and responsibilities of the Nurse Assistant, including requirements for Nurse Assistant certification, professionalism, ethics, and confidentiality.



## Module 2 – Patient Rights

The purpose of this unit is to introduce the Nurse Assistant to patient/resident rights. The fundamental principle behind resident rights is that each resident is a member of a family and of society as a whole and must be cared for in a manner that protects their rights and meets the individual family, psychosocial and spiritual needs in a long – term care setting. These rights are protected by federal and state regulations.

## Module 3 – Communication/Interpersonal Skills

The purpose of this unit is to introduce concepts and skills required for the nurse assistant to communicate effectively and interact appropriately with residents, residents' families and guests, and other members of the healthcare team.

## Module 4 – Prevention and Management of Catastrophe and Unusual Occurrences

The purpose of this unit is to introduce the student to the concepts and procedures related to the resident's safety including environmental emergency issues. The nurse assistant's role in creating a safe environment for the resident is discussed.

## Module 5 – Body Mechanics

The purpose of this unit is to provide students with an understanding of efficient and proper use of the body in performing tasks related to the role of the CNA. Students will understand the principles of positioning and transporting residents and will implement these principles when providing resident care.

## Module 6 – Medical and Surgical Asepsis

The purpose of this unit is to present information about asepsis and the control of infection. Procedures and precautions to protect residents, healthcare workers and others from infection are presented, including standard precautions, transmission – based precautions and bio hazardous waste management.

## Module 7 – Weights and Measures

The purpose of this unit is to introduce a measuring system for weight, length, and volume used by Nurse Assistant in the clinical setting.

## Module 8 – Patient Care Skills

The purpose of this unit is to teach the students skills needed to support and/or assist the resident in the areas of personal hygiene, an area of activities of daily living, and elimination. Personal hygiene or personal care is generally performed independently. The nurse assistant should assist with or perform personal care only when residents are unable to perform a skill for themselves. Other activities included in this Module are use of prosthetic devices, bowel and bladder retraining, and weighing and measuring height of the resident.

## Module 9 – Patient Care Procedures

The purpose of this unit is to provide learning experiences that will prepare the nurse assistant to safely carryout procedures that support the resident in meeting physical care needs that cannot be performed independently.

### Module 10 – Vital Signs

The purpose of this unit is to prepare students to know how, when and why vital signs are taken and how to report and chart these procedures. Students will learn the correct procedure for measuring temperature, pulse, respirations, and bloodpressure. They will learn to recognize and report normal and abnormal findings.

### Module 11 – Nutrition

The purpose of this unit is to examine the body's need for food and the effect of food on the body. This Module includes the basic food groups, nutrients, and common therapeutic diets, as well as ways to assist a resident to meet nutrition and hydration needs.

### Module 12 – Emergency Procedures

The purpose of this unit is to introduce the student to the concepts and procedures related to emergency procedures, signs and symptoms of distress, and the role of the nurse assistant in Long Term Care (LTC) in the response to immediate and temporary intervention in emergency situations.

### Module 13 – Long Term Care Resident

The purpose of this unit is to introduce the student to the basic structure of the body and to review the effect of aging on body structure and function. Common physical and psychological conditions found in elderly patients are presented along with approaches to care. Community resources commonly available to assist elderly patients with their psychological, recreational, and social needs are presented.

### Module 14 – Rehabilitative Nursing

The purpose of this unit is to introduce the Nurse Assistant to restorative care. Each individual is entitled to reach his/her optimal level of functioning. The Nurse Assistant assists the resident in achieving maximum independent living skills through use of rehabilitative or restorative procedures.

### Module 15 – Observation and Charting

The purpose of this unit is to prepare students to know how, when, and why to use objective and subjective observation skills. They will report and record observations on appropriate documents using medical terms and abbreviations.

### Module 16 – Death and Dying

The Nurse Assistant is introduced to the various stages of the grieving process and physical signs of approaching death. This unit introduces death as a normal stage of life. The healthcare provider must recognize the physical, psychological, and spiritual needs of the resident during this period to understand coping mechanisms and provide support to the resident and family members.

### 17 – Patient/Resident Abuse

The purpose of this unit is to introduce the Nurse Assistant to patient/resident abuse. The Module will focus on the nurse assistant role in preventing, recognizing, and reporting instances of patient/resident abuse.

Review day is to help prepare students for the NNAAP written and practicum test.

Counselors and teachers will also assist students with job preparation such as writing resume and interview skills.

## FACULTY

Faculty: NA Program

The faculty members at All Healthcare Institute have met the minimum qualifications of three years of experience, education, and training in the current practices of the subject area they are teaching. If an instructor does not possess the required three years of experience, education and training in the subject area they are teaching, the institution shall document the qualifications the instructor possesses that are equivalent to the minimum qualifications.

The instructors are registered nurses and licensed vocational nurses, who are actively employed in the field. The program director supervises and monitors the program.

## Curriculum Development

The curricula for the Nurse Assistant Training Program (NATP) was adapted from the Health Workforce Initiative. Curriculum development was supported by the Economic and Workforce Development funds awarded to Butte Community College by the Chancellor's Office, California Community College. The curricula can be accessed online via the website [ca-hwi.org/curriculum/access-curriculum/](http://ca-hwi.org/curriculum/access-curriculum/) The curricula were revised September 2018 by the Health Workforce Initiative. They were also reviewed by the RN Program Directors including the instructors/faculty of All Healthcare Institute in September 2022 prior to approval by the California Department of Public Health (CDPH). The NATP curriculum was approved by CDPH on \_\_\_\_\_ prior to the start of the first class. Instructors, students, administrative staff, and employers provide input to the curriculum on an ongoing basis.

**Administrator** creates work schedules, gives performance reviews, and develops work policies. Other job duties include keeping up established ethical and legal standards for job performance, attending administrative personnel meetings, and developing new employee training.

## QUALIFICATIONS:

A school administrator meets the school required qualifications. Has a minimum of 3 years of running a business. He/she holds at least a bachelor's degree though a master's degree is preferred with background in finance, management, health planning, health policy, and healthcare.

**The RN Program Director** for NA is primarily responsible for assessment, planning, implementation, and evaluation of program effectiveness. The Administrator and RN Program Director work collaboratively to promote business, market, recruit, counsels, and manage office operations.

## QUALIFICATIONS:

The RN Program Director has met the school required qualifications.

Must possess a current, active California RN license;

(For Nurse Assistant Program) Possess at least two years of nursing experience, at least one year of which is in the provision of long-term care facility services. Has a minimum of 3 years of nursing experience.

(For Home Health Aide Program) Possess at least one year of home health experience. Has a minimum of 3 years of nursing experience.

Must meet the approval process by the California Department of Public Health

Must have Director of Staff Development (DSD) certificate or proof of DSD eligibility or teaching credentials.

Knowledge of CDPH Training Model;

Knowledge of computers and computer-based instruction and ability to integrate into instructional practice; must be proficient in Word, Excel, and Outlook, with general knowledge of Power Point. Must have the ability to use the Internet.

Knowledge of local and regional healthcare systems and facilities;

Ability to relate to students from the widest variety of backgrounds;

Ability to work effectively as an individual and as a team member;

Ability to multi-task, work with aggressive timelines, be detail-oriented;

Manage and organize self and others;

Expected to have initiative, enthusiasm and flexibility in accomplishing the responsibilities of the position.

The Instructor will have the immediate responsibility for the development, implementation, management and teaching of a curriculum which will qualify completing students for certification as a Nurse Assistant. Training will be provided in a long-term care facility and/or a community site under the immediate supervision of the approved instructor.

## QUALIFICATIONS

The instructors have met the school required qualifications.

### Education, Training, and Experience

Be currently licensed to practice as a Licensed Vocational Nurse or Registered Nurse in California. One year of teaching experience is preferred. Has a minimum of 3 years of nursing experience. In addition, the instructor also must meet the approval process by the California Department of Public Health which includes one year of experience providing direct patient care in a long term care facility in addition to one (1) year of experience as a licensed nurse providing in planning, implementing, and evaluating educational programs in nursing; two years of full time experience as a licensed nurse at least one year of which must be in the provision of direct patient care in a nursing facility; and Director of Staff Development (DSD) certified or proof of DSD eligibility; or teaching credentials.

### Knowledge, Skills, and Abilities

Knowledge of effective instructional methods and techniques used to develop employable skills in

nursing assistance---home health occupations; attitudes needed for achieving personal success in nursing assistance occupations; sources of instructional materials and information concerning nursing assistance occupations; current operating and safety practices of the nursing---home health industry. Ability to effectively use audio---visual and other teaching aides; develop student performance objectives; identify student with learning handicaps and disabilities and to assist the students in getting the help needed for the remediation of the handicap(s) or disability(ies); supervise in training activities. Other Characteristics Prefer familiarity with California State and Federal Regulations pertaining to Nurse Assistant Training. Possession of a valid California driver's license and/or be able to provide own transportation in conduct of work assignments. Per Diem clinical instructor will perform the same responsibilities of the full-time teacher.

The administrative assistant/staff will be responsible for providing clerical, technical, maintenance, professional, and safety services that support the instructional and daily operation of the school. See Policy and Procedure NATP Administrative Assistant.

#### QUALIFICATIONS:

The Administrative assistant/staff has met the school required qualifications. He/she has college education with courses in computer, communication and office skills

#### Course Delivery Mode

The method of instructional delivery of the course is a face-to-face (F2F) course is in which class meetings are delivered fully on-site with face-to-face interaction between the instructor and student. A face-to-face course includes lecture, class discussions, role play, PowerPoint discussions and Q & A.

#### Leave of Absence

Leave of absence will not be granted by the school due to the short course of the NA Training Program.

#### Excused Absenteeism

All Healthcare Institute considers absences in the training program as a regular work. Frequent absences will keep the students out from gaining and developing knowledge, professional work attitude and skills necessary for learning. The school takes absences or tardiness seriously and makes very limited allowances for it. The following rules apply for absences: ALL absences (excused and unexcused) in theory and/or clinical must be made up. A student with one (1) absent day will be placed on academic probation.

The student shall make the written explanation of the absence to the assigned faculty member or to the Program Director. An excuse for absence from school may be approved on the basis of any one (1) or more of the following conditions: Death of a relative: the absence arising from this condition is limited to a period of two (2) days unless a reasonable cause may be shown by the student for a longer absence. Relative is defined as immediate family only. This includes grandparents, parents, siblings and

significant other.

Personal illness: if she/he deems it advisable, the Program Director may require a medical certificate  
Observance of religious holidays: any student of any religious faith shall be excused if his/her absence was for the purpose of observing a religious holiday consistent with his/her creed of belief.

Court Appearance/Subpoena: if she/he deems it advisable, the Program Director may require the court documents.

Emergency or set of circumstances which in the judgment of the Program Director constitutes a good and sufficient cause for absence from school.

#### Unexcused Absenteeism

The following rules would apply regarding unexcused absences:

Any absence not justified by one (1) of the above categories will be judged unexcused. Final course grades or marks will not automatically be reduced because of an unexcused absence, but there will be a zero (0) given for any work for which credit is given during the period of the unexcused absence(s).

Two unexcused absences would result to the student automatically withdrawn or dismissed from the program. However, the student will be given a chance to reapply for the next batch.

#### Tardiness

All students are required to arrive in class on time and to stay for the entire class sitting. The following rules should be considered by the students: A tardy is defined as arriving 10 minutes after the contracted time for class/clinical. Three (3) occurrences of tardiness is equivalent to one unexcused absence. Six (6) tardy would automatically dismiss the student from the program

#### NOTE:

If a student is more than 50 minutes late or leaves clinical/theory more than 50 minutes early, the student will be considered absent. The student will have to make-up for the absence for a full day of theory and/or clinical.

#### Attendance Policy

NATP Instructor and RN PROGRAM DIRECTOR are responsible to develop and implement make - up assignments for Theory and Clinical.

Students are expected to attend classes regularly and to be on time in order to receive the full benefit from our instructional program and to develop habits of punctuality, self - discipline and responsibility. Continuity in the learning process is seriously disrupted by excessive absences. Students who have good attendance generally achieve higher grades; enjoy school more, and are more employable after leaving adult school. For these reasons, we feel that a student must satisfy academic and attendance requirements.

All make - up is hour for hour with an instructor present. Allowable make up is 8hrs/day for Theory or

Clinical. The Theory Training or Clinical Training would show a 8 hour time - frame for "Theory make - up" or "Clinical make - up"

Classroom theory make - up occurs prior to clinical and is supervised by an instructor available for questions and module/course exam administration.

Training schedules (CDPH 276B) show make up time.

#### Theory:

Student will be responsible for making up work or tests within three (3) days of observed excused or unexcused absence.

Faculty member/NATP Instructor shall meet with student within twenty-four(24) hours of student returning to school.

Faculty member shall evaluate time and course objectives the student has missed, as well as the student's past history of absences.

The faculty member shall assign student case studies, independent study, written examination and/or computer tutorial or other reports.

The make-up work with due date will be signed by both students and faculty member and turned into Program Director or designee.

Program Director or designee shall review make-up work against course module and approve the assigned make-up work or request additional work from the student within twenty-four (24) hours of receiving make-up work.

A student may not progress to the clinical training until all the theory make-up hours are completed.

#### Clinical:

Student will be responsible for making up clinical time within three (3) days of observed excused absence in clinical lab simulation or clinical area with clients/patients.

Faculty member/NATP Instructor shall meet with student within twenty-four (24) hours of student returning to school.

Faculty member shall evaluate time and course clinical objectives the student has missed, as well as the student's past history of absences.

The faculty member shall assign clinical time for simulation in the lab or clinical time with patient/client care in the clinical setting.

The make-up clinical date or dates will be signed by both student and faculty member turned in to the Program Director or designee.

Program Director or designee shall review clinical time against course module and approve the assigned clinical make-up hours or request additional hours from the student within twenty-four (24) hours of receiving clinical make-up hours.

### Academic and Progress Standard: NA Program

All Healthcare Institute is committed to ongoing outcomes assessment for continuous improvement of student learning and teaching strategies. The assessment process allows for faculty to explore ways to continually improve student learning, course design, the effectiveness of programs, and overall teaching and learning. Unlike evaluation, which looks at mastery of content, assessment looks at the process of learning. Assessment should enhance learning and should reflect the outcomes, purpose, and direction of learning design. Assessment also provides the means for transformative learning by providing relevant, clear, and timely feedback to students and other stakeholders. Definition of Outcomes Assessment for Student Learning: Outcomes assessment is the process for ongoing measurement and continuous improvement of student learning at All Healthcare Institute and has specific and interrelated purposes:

- To maximize student learning;
- To improve teaching strategies;
- To document best practices;
- To identify opportunities for systemic improvements; and
- To provide evidence for institutional effectiveness.

#### Outcomes Assessment Process:

All Healthcare Institute assessment process is ongoing and mission driven. This process includes the assessment of student learning outcomes, course learning outcomes, program outcomes, and general education goals. In addition, the process validates program outcomes.

The Administrative Committee including the RN PROGRAM DIRECTOR and NATP Instructors shall be responsible in evaluating performance and learning of students.

#### Grading and Evaluation Procedures

Grade reports are issued to students at the completion of each module. Grades are based on the quality of work as shown by written tests, laboratory work, and projects as indicated on the program syllabus.

The grading scale is as follows:

LETTER GRADE	RANGE/PERCENTAGE	INDICATOR/INTERPRETATION
A+	96 – 100%	Excellent
A	94 – 95%	Excellent
A -	92 – 93%	Excellent
B+	89 – 91%	Above Average
B	87 – 88%	Above Average
B -	84 - 86%	Good
C+	82 – 83%	Average
C	79 - 81%	Average
C -	75 - 78%	Below Average
D/F	74% and below	Failing



I	Incomplete
W	Withdrawn
*Remediation	75%
Clinical Grade	
P	Pass
F	Fail

**METHODS OF EVALUATION OF THEORY:**

Description	Weight	Sample Grade
Quizzes/Exams	30%	.30 x 80 = 24.0
Class Participation/Homework	15%	.15 x 90 = 13.5
Attendance/Professionalism	15%	.15 x 95 = 15.0
Final Exam	40%	.40 x 76 = 30.4
Course Grades and Cumulative Grades	100%	Overall Grade = 82.9

**Methods of Evaluation**

All Healthcare Institute utilizes various methods to assess the students' progress to provide the faculty with the tools to certify a student competency upon completion of the program.

These methods are:

Course and module evaluation and grades. Students are evaluated in each of their courses through written examinations assignments group projects and performance checklist. The methods of evaluation for each course or modules are described in the syllabus. Student is given 2 attempts to remediate. Passing grades of 75% or greater from the remediation will earn a final grade of 75% and will be entered in the transcript as "\*Remediation"

The academic progress of each student will be reviewed at the end of each module and at the end of the training. Faculty will provide each student with summative evaluations of his/her progress including recommendations for strengthening academic or professional competencies. Copies of these evaluations will be maintained in the students' file.

Satisfactory academic progress - the student has met all requirements and may progress to the next module.

The program faculty oversees the academic progress of program for students throughout their education.

**Satisfactory Academic Progress – Termination Policy**

Termination from the program:

Students, who have below 75% or C letter grade in four consecutive Module Tests from Day 1 of the program will be on probation, students on probation must show improvement and must average above 75% overall grades after the 8<sup>th</sup> Module Tests in order to move forward and avoid termination from the program. Students will be terminated if after the 8<sup>th</sup> Module Test shows below 75% overall average

scores. Students who are terminated may choose to re-enroll and start from the beginning at the next scheduled class. Re-enrollment due to termination will be charged a flat fee of \$500. Re-enrollment due to excused unavoidable absences will not be charged any additional fees.

### Academic Probation

Students failing to make satisfactory progress, whose average grade are 74% or below in the overall Module Tests will be placed on program probation. When a student is placed on probation, he/she will be notified in writing. The letter will include the factor(s) of why the student is on probation and steps to improve the overall average of the student. Students must maintain an average of 75% scores to be successful in the program.

### Reinstatement Appeal

- A student who fails to make satisfactory progress and is terminated has the right to appeal. Appeals for reinstatement must be based on unusual or extenuating circumstances, including but not limited to death of a relative, illness, hospitalization, or injury of the student. There is no guarantee for approving an appeal and each appeal is resolved on a case by case basis.
- The student must submit a written appeal to the Director petitioning for reinstatement at least one month prior to the start of the new program.
- Appeals based on unusual or extenuating circumstances must include an explanation of the circumstances beyond the student's control that affected academic progress and a detailed plan for success. Such appeals must include official/professional documentation (i.e. medical records, court documents, or any other documentation which would support an appeal) which supports written explanation.
- The written appeal will be reviewed and considered by the Director and approved or denied based on the student's individual circumstances, past academic record, and his or her proposed course of action to make satisfactory academic progress in the future.
- Appeals may be deferred pending additional documentation from the student.
- The Director reserves the right to place conditions which the student must meet in order to be considered for reinstatement on a probationary basis into a course.
- The Director will provide a formal response and decision to the student within five business days.
- The determination of the Director is final
- Reinstatement is based on class and space availability.
- Students who are reinstated and required to repeat a course must satisfactorily complete the repeated course. Students are responsible for and required to pay a "repeat fee".
- Students must be current on any outstanding debt with the School and cannot be in default on any loan for reinstatement.
- Failure to achieve satisfactory progress and complete the terms of probation, will result in termination from the program.

## Appeals Process

Re - admission to the school following withdrawal for any reason will be at the discretion of the Program Director. Students may petition in writing for reinstatement within one year of dismissal. The petition must be filed at least two weeks before the beginning of a module. The Director will review the student's previous progress records and his/her current situation in making a decision for reinstatement. The student will then be notified of the Director's decision. Students accepted for readmission will be entitled to the same rights and privileges and are subject to the same regulations as any student. Students will not be entitled to appeal if they are terminated for exceeding the maximum program completion length.

## Graduation Requirements

A certificate of completion will be awarded to those students meeting the graduation requirements. Students eligible for a certificate of completion are those who have:

- satisfactorily completed their program of study with the appropriate number of hours (62 hours of theory and 100 hours of clinical)
- passed the final exam with a letter grade of C - or better and with a cumulative grade average of 75% or better
- successfully completed all required skills demonstration and fully paid all tuition and other charges.

## Eligibility for Certification

The nurse assistant program is approved by the California Department of Public Health (CDPH). At the completion of the training program, the students are qualified to take the certification exam through The NNAAP (National Nurse Aide Assessment Program). Upon successfully passing the certification examination, the candidate will receive a CNA license from the CDPH and can practice as a CNA in the state of California.

The school will schedule the students for the first available certification exams through the Regional Testing Center for the NNAAP.

NATP School refers students to CDPH approved testing vendor, National Nurse Aide Assessment Program for competency evaluation exam.

In 1987, the Nursing Home Reform Act was adopted by Congress as part of the Omnibus Budget Reconciliation Act (OBRA '87). It was designed to improve the quality of care in long - term health care facilities and to define training and evaluation standards for Nurse Assistants who work in such facilities. Each state is responsible for following the terms of this federal law. As defined in the OBRA regulations, a Nurse Assistant competency evaluation program provides specific standards for Nurse Assistant related knowledge and skills. The purpose of a Nurse Assistant competency evaluation program is to ensure that candidates who are seeking to be Nurse Assistants understand these standards and can competently and safely perform the job of an entry - level Nurse Assistant.

There are two parts to the Nurse Assistant competency examination—a multiple - choice knowledge test and a manual skills test. Exam candidates must complete an approved training program, pass both

parts of the exam and meet all other requirements of CDPH to qualify for certification as a Nurse Assistant in California. The information in the School Catalog will include Testing Policy to help candidates prepare for the examination.

#### Scheduling a Nurse Assistant Exam

In order to schedule an examination date, candidates must successfully complete an approved training program. State and federal regulations allow candidates three (3) attempts to pass both the Skills Evaluation and the Written (or Oral) Examination. If candidate should fail either part or both parts three (3) times, the candidate will be required to successfully complete a state-approved training program and re-take both parts. Candidate must take and pass both the Written (or Oral) Examination and the Skills Evaluation within twenty-four (24) months of the Nurse Assistant training in order to be placed on the California Nurse Assistant Registry. RN PROGRAM DIRECTOR will review the final list of candidates who are eligible to take the certification exam. The school submits the candidates Registration and Examination fee to:

Regional Testing Center  
15744 Golden West College, Forum I, Room 112A  
Huntington Beach, CA 92647

Each candidate must complete the CNA Exam Registration Form Southern Region (See Exhibit U). The exam fee is not included in the program cost. For re-take exam, candidates are responsible for the appropriate testing fees. The candidate must submit both exam fee and exam registration form directly to:

Regional Testing Center Golden West College  
15744 Golden West Street – Forum I, Room 112A  
Huntington Beach, CA 92647

#### Testing Day Instructions

Bring your original social security card, photo identification, original 283B Initial Application form or original approval notice with you to the examination. (Note: copies of your social security card, laminated social security cards or receipts from the SSA will not be accepted).

If you fail to bring any of the above listed documents or if you do NOT present them at the day of testing registration, you may not take the examination. You will be required to reschedule and pay the rescheduling fee. First and last names on 283b/932 form, photo identification, social security card and all presented documentation must be exactly the same or you will not be permitted to take the examination.

#### Rescheduling Policy

If you are unable to attend your scheduled examination or do not bring the required documents for testing you will be charged a \$25 rescheduling fee.

Send and new registration application with the rescheduling fee to the Regional Test Coordination Center to reapply for the exam. A \$25 reschedule fee will apply for all cancelled, rescheduled or missed

exams. See candidate handbook for details. All registration materials are processed upon receipt, therefore there are no refunds

#### Gainful Employment: Nurse Assistant

Student who successfully completed the program and pass the state exam may find entry level employment as Certified Nurse Assistants in skilled nursing facilities, home health care agencies, staffing registries, assisted living/RCFE facilities, medical offices, outpatient clinics, clinical labs and numerous other health care facilities.

Job classification described under the United States Department of Labor's Standard Occupational Classification codes:

31 - 1130 Nurse Assistants, Orderlies, and Psychiatric Aides This broad occupation includes the following three detailed occupations:

#### 31 - 1131 Nurse Assistants

Provide or assist with basic care or support under the direction of onsite licensed nursing staff. Perform duties such as monitoring of health status, feeding, bathing, dressing, grooming, toileting, or ambulation of patients in a health or nursing facility. May include medication administration and other health - related tasks. Includes nursing care attendants, nursing aides, and nursing attendants. Excludes "Home Health Aides" (31 - 1121), "Personal Care Aides" (31 - 1122), "Orderlies" (31 - 1132), and "Psychiatric Aides" (31 - 1133).

Illustrative examples: Certified Nurse Aide, Certified Nurse Assistant, Nursing Care Attendant

#### Transfer or Articulation Agreements

All Healthcare Institute has not entered into a transfer or articulation agreement with any other college or university.

#### Visa/Foreign Students

All Healthcare Institute does not offer visa services to prospective students from other countries or English language services.

All Healthcare Institute language of instruction is English. The school does not offer English - as - a - Second Language (ESL) instruction.

#### Language Proficiency

##### NA Program

The student must demonstrate and document a level of English language proficiency. The students shall also meet the TOEFL score for English language proficiency. The student is required to take and pass the Wonderlic Basic Skills Test (WBST) or other US Department of Education recognized ATB eligibility exam.

All Healthcare Institute language of instruction is English. The school does not offer English - as - a - Second Language (ESL) instruction.

#### Non - Credit / Remedial Courses

All Healthcare Institute does not offer non - credit or remedial courses

## Distance Education

### NA Program

All Healthcare Institute does not currently offer Distance Education classes.

## Self - Monitoring Procedures

The training program maintains a policy and procedure that is reviewed by the business managers, program director and instructors annually. The major responsibility of program is compliance with the requirements of the state and the BPPE.

Program monitoring will include quarterly report of the class completion pass rate, certification pass rate, and gainful employment. Program satisfaction survey from the students will also be included.

## Class Cancellation

The school may not change the start date or delay a class outside the range of time that the student is scheduled to attend the institution unless at least 90% of the students who are enrolled consent to the change and the institution offers full refund to the student who do not consent to the change.

To achieve full range program enrichment, a minimum number of students are required. If this is unmet, the class may be rescheduled until the minimum number is attained. If the class is cancelled due to class size, all monies received will be refunded in full.

## STUDENT RECORDS

### NA Program

All Healthcare Institute will maintain retain a separate academic and financial Student records are kept locked file cabinet for a period of five years, transcripts are kept permanently.

Student records located at:

12235 Beach Blvd., Suite 206

Stanton, CA 90680

## RECORDS/MAINTENANCE

The following student records will be maintained in the student file:

Students (current, withdrawn, graduate)

Enrollment agreement

Admission determination documentation Financial records (e.g., required financial aid documentation, tuition payments, refund calculations and evidence of monies returned).

Academic transcript (must be maintained indefinitely)

Attendance records (if applicable)

Progress reports (Student Academic Progress) or correspondence

Evaluations for externships and/or internal clinical experiences

Documentation of placement activity

Exams and Skills Checklist

Instructor is responsible for completing daily attendance theory/clinical sign – in sheets.

Instructor is responsible for completing records (Theory/Clinical).

Instructor is responsible for timely submission of student records during the course and at the time of completion.

Student theory/clinical records completed prior to RN PROGRAM DIRECTOR signs CDPH283B.

Administrative Assistant is responsible for faxing CDPH283B to the Department. Use of Form CDPH283I, Transmittal For Criminal Background Clearance with CDPH283B and LiveScan BCIA8016

Administrative assistant will monitor and keep forms submitted by students upon enrollment.

Additionally, the admin assistant will also keep the following records:

Student and Emergency Contact records

Grades, test scores, courses taken, and other performance records

Transcript of Records

NATP keep copies of Initial CDPH283B, LiveScan BCIA8016, and signed CDPH283B in student files for 5 years and that transcripts are maintained indefinitely. The student retention period is 5 years from the student's completion/withdrawal date.

Special education records;

Disciplinary records;

Schools attended, courses taken, awards conferred, and diploma/degrees earned;

The old policy/procedure will be retained to serve as reference in the event of litigation. Write REVIEWED and the date on the bottom of the policy/procedure.

#### PERIODIC REVIEW OF STUDENT RECORDS

To assure the students' records are complete, accurate and safeguarded in accordance with the Family Educational Rights and Privacy Act (FERPA) policy, the office program manager or program director shall be responsible for establishing appropriate procedures for the periodic review of student records.

The office program manager or program director will conduct random student records of at least 2 students per batch at the end of each program using a standardized student record review checklist (See appendix). Any discrepancies or missing record will be communicated to the record custodian/administrative assistant and will be communicated to the student as well for completion.

#### FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

All Healthcare Institute complies with the provisions of the 1974 Family Educational Rights and Privacy Act (FERPA) 1974, which regulates the confidentiality of data in learner education records and the terms for its disclosure. The Office Program Manager/Program Director is the official person responsible for ensuring compliance with the act and creating relevant policies and procedures regarding the release of learner education records and related information under the act.

Procedures

Education Records

09/01/2022

Education records include the following documents, whether in electronic or any other format: Documents collected or created during the application process, including but not limited to the school application, professional history, and transcripts. Documents collected or created during the course of an academic program, including but not limited to transcripts, test scores, grades, advising records, financial aid information, academic dishonesty records, learner conduct files, and records of educational services provided to the learner. Official correspondence to or from a learner pertaining to his or her academic progress, advising, financial status, learning disability records, physical disability records, academic dishonesty records, and disciplinary and learner conduct records. Education records do not include the following documents: Records and notes of instructional, supervisory, administrative, and certain educational personnel that are the sole possession of their originator and are not accessible or revealed to any other individual except a substitute performing the duties of the individual who originated the records and/or notes. Records related to individuals employed by the institution that are made and maintained in the normal course of business, that are related to individuals exclusively in their capacity as employees, and that are not used for any other purpose. Records relating to a learner that are (1) originated or maintained by a physician, psychiatrist, psychologist, or paraprofessional acting in his or her professional capacity or assisting in a paraprofessional capacity, (2) used solely in connection with providing treatment to the learner, and (3) not disclosed to anyone other than individuals providing such treatment. These records must be available to a physician or other appropriate professional of the learner's choice. "Treatment" in this context does not include remedial educational activities or activities that are part of the program of instruction at the institution. Institutional records that contain only information related to previous learners (e.g., information gathered on the accomplishments of alumni).

Notification of Rights under the Family Educational Rights and Privacy Act (FERPA) FERPA provides learners certain rights with respect to their education records. The rights include: The right to inspect and review the learner's education records within 45 days of the school receiving a request for access. Learners must submit a written request to the Registrar's Office identifying the record(s) they wish to review. The Registrar's Office will make arrangements for access and notify the learner of procedures for records access and inspection.

The right to request the amendment of the learner's education records where the learner believes information is inaccurate or misleading. Learners may ask the school to amend a record they believe is inaccurate or misleading. To do so, learners must submit a written request to the Registrar's Office clearly identifying the part of the record they want changed, specifying why the record is inaccurate or misleading. If the school decides not to amend the record as requested by the learner, the school will notify the learner of the decision and advise the learner of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the learner when he or she is notified of the right to a hearing.

The right to consent to disclosure of personally identifiable information contained in education records is permitted under specific circumstances. FERPA allows disclosure without consent to school officials with legitimate educational interests. A school official is a person employed by the school in an administrative, supervisory, academic or research, or support staff position (including law enforcement personnel and health staff); a person or company with whom the school has contracted (such as an attorney, auditor, or collection agent); a person serving on All Healthcare Institute Board of Directors; or



a learner serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if an education record must be reviewed in order to fulfill his or her professional responsibility. Upon request, the school may disclose education records without consent to officials of another school in which a learner seeks or intends to enroll. The right to file a complaint with the U.S. Department of Education alleging failures by the school to comply with the requirements of FERPA. The name and address of the office that administers FERPA is:

Family Policy Compliance Office  
U.S. Department of Education 400  
Maryland Avenue, SW Washington, DC 20202-4605  
Phone:202.260.3887 Fax:202.260.9001

Learners receive notification of their rights under FERPA each July. Right to Withhold Copies of Official Documents The school reserves the right to deny copies of official transcripts or other records (not including records required to be made available under FERPA) if the learner has past-due financial obligations to the university or if there is an unresolved disciplinary or academic dishonesty action against the learner.

#### Disclosure of Learner Information

Information contained in a learner's education record that generally would not be considered harmful or an invasion of privacy if disclosed to outside organizations is considered directory information. Directory information may be released without prior learner consent upon request by any individual or agency.

At All Healthcare Institute, directory information is defined as the following:

- Learner name
- State or country of residence
- Email address
- School affiliation
- Program(NA)
- Major field of study (specialization or concentration) Class level (freshman, sophomore, junior, senior, graduate, or year in program)
- Enrollment status (full – time or part - time)
- Certificates or degrees received, and dates conferred
- Dates of attendance
- Photographs (individual photographs posted by learners in the course room or group photographs taken at public events; this does not include photographs to be used for marketing materials) Anticipated graduation date

FERPA generally requires prior written consent from the learner before an educational agency or institution may disclose personally identifiable information from education records to a third party. However, the law contains exceptions to this general rule. Exceptions that permit the release of

personally identifiable information without the learner's prior written consent are as follows: Ex Parte order - permits educational agencies and institutions to disclose personally identifiable information from the learner's education records, without the consent of the learner, to the Attorney General of the United States or designee in connection with the investigation or prosecution of terrorist crimes.

Lawfully issued subpoena and court order - allows educational agencies and institutions to disclose education records to the entity or persons designated in a federal grand jury subpoena or law enforcement subpoena without notifying the learner. With all other subpoenas, a reasonable effort will be made to contact the learner prior to the release of information.

Health or safety emergency - permits non-consensual disclosure of education records or personally identifiable information in response to a situation that presents imminent danger to a learner or other members of the community, or to avert or diffuse serious threats to the safety or health of a learner or another individual.

Directory information - allows a school to disclose directory information as defined in this policy from its education records without prior consent from a learner only after giving notice to learners of the institution's directory information policy and allowing learners the opportunity to deny disclosure of their directory information. Disclosure to federal, state, local, or independent organizations engaged in studies for or on the behalf of All Healthcare Institute - allows disclosure of personally identifiable information in order to develop, validate, or administer learner aid programs, to administer predictive tests, or to improve education only if the following two conditions are met:

All Healthcare Institute receives confirmation that the study will be conducted in a manner that does not permit personal identification of learners or parents by anyone other than a representative of the organization conducting the study; and Information that could result in personal identification of learners or parents will be destroyed when it is no longer needed for the study or the purposes for which the study was conducted.

## FINANCIAL POLICIES

All Healthcare Institute will require a minimum deposit of \$50.00 or an agreement of payment at the time of enrollment in order to guarantee placement in a specific cohort. Students who fail to make prompt payments or fail to make a good faith effort to catch up on their account in a timely manner may be subject to disciplinary action up to termination. Students who have been dismissed for non-payment of tuition will not be readmitted until all delinquent payments have been paid in full. When student leaves the School without fulfilling their financial obligation, certificate will be held until the loan obligations are paid in full.

### Late Fees and Returned Check Fee

It is the student responsibility to make all tuition payments as agreed upon. Students, who issue personal checks which are returned by banks, will be charged a \$25.00 service fee in addition to the \$25.00 late fee. Checks which have been returned for nonpayment must be replaced with a cash, certified check or money order. Students who have had checks returned will not be allowed to pay any further payments by check.

### Transcript Request:

All Healthcare Institute will provide 2 free official transcripts following graduation. Additional transcripts will be provided at a cost of \$10 each. A written request must be submitted. The student financial account must be current for transcripts to be furnished.

### LOANS

If a student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student has received federal student financial aid funds, the student is entitled to a refund of the money not paid from federal student financial aid program funds.

### Language of Enrollment Agreement

An enrollment agreement shall be written in language that is easily understood. If English is not the student's primary language, and the student is unable to understand the terms and conditions of the enrollment agreement, the student shall have the right to obtain a clear explanation of the terms and conditions and all cancellation and refund policies in his or her primary language. If the recruitment leading to enrollment was conducted in a language other than English, the enrollment agreement, disclosures, and statements shall be in that language. If the student requires translation of the Enrollment Agreement in his/her primary language, the school will provide Language Line from AT&T service.

### NA PROGRAM

#### TUITION COSTS

In case the student withdraws from the program, the documented cost of the uniforms, books, learning media and lab supplies, BP kit and gaitbelt, and LiveScan Fee will be charged but unearned instruction will be excluded.

#### TRAINING PROGRAM COST: NURSE ASSISTANT PROGRAM

Registration fee of \$50 will be applied towards tuition upon start of the program, students who do not start or no show will not be refunded.

Registration Fee (Non – Refundable): \$50.00	
Tuition:	\$1,500.00
STRF - (Non - Refundable)	\$5.00
2 Uniform Sets with School logo	\$70.00
Textbook	\$35.00
Learning media and lab supplies	\$50.00
BP kit and Gaitbelt	\$55.00
<b>TOTAL TUITION AND FEES FOR THE NA PROGRAM</b>	<b>\$1,715.00</b>

Requirements to start the program and estimated costs	
CPR (AHA):	Varies
Background Check:	\$50.00
Live Scan:	\$47.00
Upon successful completion of the NA program	
CNA Written and Manual Skills Exam Fee:	\$120.00
CNA Oral and Manual Skills Exam Fee:	\$135.00

#### OTHER Miscellaneous Cost

Students are responsible for paying for their Physical Examinations, TB test, chest x ray. Please retain copies of your TB and physical.

#### FINANCIAL AID

The school does not provide financial assistance. All Healthcare Institute does not participate in Federal or State Financial Aid Program.

#### STUDENT'S RIGHT TO CANCEL:

1. The school shall refund all monies paid less a registration fee of \$50.00 if notice of cancellation is made through attendance at the first class session, or the seventh day after enrollment, whichever is later. The institution shall pay or credit refunds within 45 days of student's cancellation or withdrawal.

#### WITHDRAWAL POLICY

1. Cancellation may be effectuated by the student's written notice or by the student's conduct, including, but not necessarily limited to, a student's lack of attendance, unsatisfactory academic progress, inability of a student to conduct himself/herself in a professional manner in the classroom and/or clinical session, and non - compliance with the financial obligations as stipulated in this Enrollment Agreement. Withdrawal or cancellation may occur when the student provides a written notice of cancellation at the following address:

All Healthcare Institute  
12235 Beach Blvd., Suite 206  
Stanton, CA 90680  
Tel: 562-

2. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage.
3. The student's last day of attendance, following withdrawal, is the last day a student had academically related activity, as determined by the institution from its attendance records, which may include projects, clinical experience, or examinations. The determined date of withdrawal for a student who does not return from an approved leave of absence is set retroactively to the last date of attendance, as determined by the institution's attendance records.
4. Students who do not officially withdraw from a course will automatically receive a grade of "F"

(Fail)

5. A signed and dated confirmation of cancellation will be sent by certified mail to the student following withdrawal or termination from the program.

#### LOAN DEFAULT

If the student defaults on a federal or state loan, both the following may occur:

1. The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
2. The student may not be eligible for any other federal student financial aid at another institution or other government financial assistance until the loan is repaid.

#### REFUND POLICY

1. If a student withdraws from the class, any registration fee paid (not to exceed \$50) and fees for other books/materials (if received and opened) and LiveScan and Criminal Background Check fees will not be refunded. Refunds are based on the portion of the program not completed, less the registration fee (not to exceed \$50), up to the completion of 60 percent of the program.
2. If a student has completed more than 60 percent of the scheduled hours in the current term (actual hours attended divided by total training hours), then he/she will owe the full amount of tuition charged for the term including, unreturned equipment, books, materials and copy charges.
3. The institution shall provide a pro - rata refund of nonfederal student financial aid program moneys paid for institutional charges who have completed 60 percent or less of the period of attendance.
4. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.
5. If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.
6. The institution shall refund unearned institutional charges if the student cancels an enrollment agreement or withdraws during a period of attendance. The refund policy for students who have completed 60 percent or less of the period of attendance shall be a prorated refund.
7. Students are obligated to pay only for educational services rendered based on hours attended (including fees associated with those services), and for books, materials or equipment that already been used.
8. If the amount that the student owes is more that the amount that the student has already paid, then the student will have to make arrangements with the training program to pay it. The exact amount of prorated refund will be based on the formula listed below.

#### HOW REFUNDS ARE CALCULATED

1. If a student has completed 60 percent or less of the period of attendance in a program, refunds are based on the total number of clock hours in the student's program of study and will be calculated as follows:

2. Total amount paid for program\* minus registration fee (not to exceed \$50) and fees for other books/materials (if received and opened) and LivesScan and Criminal Background Check fees equals amount paid for instruction.
3. Amount paid for instruction divided by total number of program hours equals program fee per hour multiple by hours attended to get total program charges or used by the student. Total amount paid for instruction less total program charges or used by the student equals total refund to be given to the student.

\*Include tuition, registration fee. It does not include equipment charges or other costs incurred by the student. For example: assume that a student enrolls in a program with 162 clock hours. The tuition program cost is \$1,500. The student has paid \$1,000 for program instruction including registration fee. The student withdraws after 78 hours of instruction. The refund would be based on the calculation below:

\$1,500	/	162	x	78	=	\$722.22
(Total amount paid for instruction)		(Total # of Program Hours)		(Hours attended)		Amount used
\$1,000	-	\$722.22	-	\$155	=	\$122.78
(Total amount paid)		(Amount used for program instruction)		(Used Uniforms, Books and Equipment)		Refund amount

Note: Students who attended 98 hours (60.4%) or more in the NA program will be charged 100% cost of the tuition and fees in the program.

### Institution in Default

An institution shall be considered in default of the enrollment agreement when an educational program is discontinued or canceled, or the institution closes prior to completion of the educational program. When an institution is in default, student institutional charges may be refunded on a pro rata basis if the bureau determines that the school has made provision for students enrolled at the time of default to complete a comparable educational program at another institution at no additional charge to the students beyond the amount of the total charges in the original enrollment agreement. If the institution does not make that provision, a total refund of all institutional charges shall be made to students.

### ACADEMIC ADVISING

Academic advising may be initiated by the instructor or the student when the need is identified. The school provides students support in academic and vocational guidance. All Healthcare Institute is committed to the success of each and every learner; faculty and staff are available to assist student during office hours.

Students are encouraged to discuss any academic concerns with their instructor. The program maintains an open - door policy. The instructors and counselors are very proactive in their approach to each student.

The college may provide tutoring for students having academic difficulties. Tutoring sessions will take place outside of scheduled class times and will be lead by experienced faculty or staff.

## STUDENT SERVICES

### Housing

All Healthcare Institute does not maintain any form of housing (dormitory) for its students, the availability of housing located and an estimation near All Healthcare Institute facility is approximately \$1200 - \$1600 per month. The school assumes no responsibility for student housing.

### Transportation

Public transportation is available with stops located close to campus. The local transportation system has student passes available at a weekly or monthly rate. Schedule and rates information can be obtained at the local transportation offices and their web pages.

Free daily parking is available at all campuses. Students are responsible for observing parking regulations and signs and for parking costs associated with use of an automobile. All Healthcare Institute is not responsible for damage or theft to or from students' vehicles.

All Healthcare Institute is not responsible for transportation to and from classroom, clinical or practicum sites.

## LIBRARY and REFERENCE MATERIALS

All Healthcare Institute maintains a number of reference books and other pertinent publications for use of students and faculty. Reference materials are available at the school location.

In addition, the school is able to provide students and faculty with access and instruction to online reference materials such as the directory of open access journals. Students and faculty may access materials from nearby public libraries.

All Healthcare Institute Student Resource – Library Center supports the audio – visual and computer – based education and training programs. The Resource Center provides library function, housing books, online reference resources, CD - ROMS/DVDs/videotapes, that will help the students in their projects, care plans and other research needs.

A wide variety of innovative materials and services necessary to support instructional programs taught at All Healthcare Institute are available at the Resource – Library Center. Students can use the variety of materials the Center has to offer for assignments, homework, review, and other enrichment activities.

The assigned custodian monitors the log book for sign – in and sign – out of students using this facility.

The Resource – Library Center Service Hours:

Monday - Friday	09:00am – 5:00pm
Saturday	Closed
Sunday	Closed

## Regulations

All Students must log in at the front desk upon entry. Large bags are not allowed in the Resource Center. Large bags may be left at the front desk. The Resource Center is a study friendly environment. Only a minimum level of noise will be tolerated. Users should not talk except as necessary to conduct school-related activities inside. Talking on cell phones is prohibited in the Resource-Library Center. Food and beverages are prohibited inside the Center. All furniture, equipment, books and other property shall be treated with care. Tampering e.g. tearing-off pages, use of paper clips or 'post-its' in books or any of the Resource Library materials is prohibited.

## Borrowing Policy

The Borrowing policy for the Resource-Library Center is as follows:

Items may be checked-out of the Resource-Center for use in-school use only. Students will sign a log-book but will not be allowed to leave the school premises with a book checked out from the Resource-Center. At the end of the day, students are required to return the book to the resource center custodian or designated person.

Each student is limited to check-out two items at a time. Violation of this policy will cause the borrowing policies to be suspended. Students are expected to return materials in the same condition as when borrowed. Each student is responsible for materials checked out, and may be liable for fines of lost items, and replacement costs for items damaged beyond repair.

A lost or damaged item must be replaced with an exact, new copy of the item.

## PLACEMENT ASSISTANCE

The school will make every effort to assist graduates in developing job - obtaining skills such as resume and cover letter development, interviewing skills and appropriate post - interview follow - up activities. Instructors and or counselors will also prepare letter of recommendations as needed. The school cannot and does not guarantee employment or salary, but makes every effort to assist each graduate in their job search.

## STUDENT CODE OF CONDUCT and TRAITS

The code of student conduct is established to foster and protect the core missions of our educational center, to foster the civic responsibility of the students in a safe and secure learning environment, and to protect the people, properties and processes that support our school and its missions. The core missions of this center are teaching and learning, and service.

### Prohibited conduct

Any student found to have engaged, or attempted to engage, in any of the following conduct while in the training program will be subjected to disciplinary action by the school.

Dishonesty is the most serious violation of student conduct. Dishonest conduct, including, but not limited to, knowingly reporting a false emergency; knowingly making false accusation of misconduct; misuse or falsification of school documents by actions such as forgery, alteration, or improper transfer; submission to a school official of information known by the submitter to be false.

Cheating is the unauthorized use of study aids, examination files, and other related materials and receiving unauthorized assistance during any academic exercise.



Theft/unauthorized use of property Theft, or the unauthorized use or possession of school property or services, or the property of others

Fabrication is the falsification or invention of any information in an academic setting.

Drugs Use, production, distribution, sale, or possession of drugs in a manner prohibited under law.

Endangering Behavior Taking or threatening action that endangers the safety, physical or mental health, or life of any person, or creates a reasonable fear of such action, whether intentionally or as a result of recklessness or gross negligence.

Dangerous weapons or devices Use, storage, or possession of dangerous weapons or devices including, but not limited to, firearms, ammunition, or fireworks unless authorized by an appropriate university official or permitted by a university policy, even if otherwise permitted by law.

Sexual Misconduct. Physical contact or other non - physical conduct of a sexual nature in the absence of clear, knowing and voluntary consent, including but not limited to:

Sexual harassment. Examples of sexual harassment include but are not limited to the following:

Unwelcome requests or demands for sexual favors. This may include subtle or blatant expectations, pressures, or requests for any type of sexual favor, including repeated unwelcome requests for dates, whether or not accompanied by an implied or stated promise of preferential treatment or negative consequences concerning one's employment or student status.

Unwanted and repeated verbal abuse or kidding that is sexual in nature, such as unwelcome sexual jokes or innuendos, graphic verbal commentaries about an individual's body, sexually degrading words, or the display of offensive or sexually suggestive items.

Unwelcome or unwanted sexual advances. This may include patting, pinching, hugging, cornering, kissing, fondling, or any other similar physical conduct of a sexual nature.

Indecent exposure, defined as the exposure of the private or intimate parts of the body, in a lewd manner, in public or in private premises, when the accused may be readily observed.

Sexual exploitation defined as taking non - consensual, unjust or abusive sexual advantage of another example includes, but not limited to touching patients in malicious manner and inappropriate places.

Traits of a NA Students:

Accept assigned duties and responsibilities.

Demonstrate a well - rounded personality and professional competence while completing their graduation requirements.

Demonstrate initiative and productivity.

Demonstrate sensitivity, compassion and a caring attitude towards your peers and patients.

Demonstrate strong ethical character.

Follow the College Rules of Conduct which are based on the California Administrative Code.

Maintain professional grooming and personal hygiene at all times.

Treat people as you would like to be treated.

Violation of the Code of conduct may lead to dismissal from the school and/or probation. The administration will review the complaints and interview the person(s) involved. Action will be determined based on the review findings which may include dismissal of the charge, dismissal of the

student, probation or suspension for a specified period of time. The finding will become part of the student's permanent file, possibly affecting a recommendation from All Healthcare Institute. The school reserves the right to dismiss any student for whom it feels continuation would be a detriment to the student, fellow students and/or the school.

The Administration reserves the right to expel student on any of the following:

Breach of the school enrollment agreement

Carrying concealed or potentially dangerous weapon

Cheating, plagiarism, dishonesty

Computer crime

Conduct that reflects unfavorably towards the school and its students

Demonstrating poor judgment or inability to function properly, which could put patient safety in jeopardy

Entering classes or clinical sites while under the influence or effect of alcohol, drugs narcotics and dangerous substances of any kind

Failure to abide the rules and regulations of clinical sites

Failure to pay charges when due

Falsifying school records

Violation of the dress code

Insulting or harassing of the faculty, administration or student

Non - compliant with the rules and policies of the school

Unsatisfactory academic progress

Use of profanity

Vandalism of school property

#### RE - ENTRY POLICY

Students who have been terminated for violating the attendance policy may be re - entered through the appeal process.

#### Summary of Termination/Reinstatement Policies

Those who fail to maintain the required policies described under the sections related to satisfactory academic/attendance progress requirements, leave of absence, conduct, dress code, substance abuse and/or financial obligations included within this catalog may be subject to termination. Examples include, but are not limited to, the following:

Violation of the attendance policy.

Failure to maintain satisfactory academic progress.

Violation of personal conduct standards.

Inability to meet financial obligations to the school.

**Expulsion**

The following practices are causes for expulsion:

**Cheating** – The unauthorized use of study aids, examination files, and other related materials, and receiving unauthorized assistance during any academic exercise.

**Fabrication** – The falsification or invention of any information in an academic exercise.

**Facilitating Academic Dishonesty** – The intentional helping or attempting to help another student to commit an act of academic dishonesty.

**Plagiarism** – The intentional or conscience representation of words, ideas, or work of others as one’s own in any academic exercise.

**GRIEVANCE POLICY**

**Reporting Procedure**

Any student, staff member, or faculty member who would like to file a grievance may follow the formal complaint procedure for the ALL HEALTHCARE INSTITUTE and/or may contact the Board of Vocational Nursing and Psychiatric Technicians.

Complaints and grievances regarding grades and other topics related to students’ program of study would go through the following procedures:

Students must log in to the Students Complaint Sheet and must set an appointment to discuss the problem with the individual involved to have case settled.

If there is no mutual understanding within the individuals, the student submits a formal Student Grievance Form to be signed by the Director of the School who will inform the individual concerned about situation where he/she must respond in writing within 5 working business days.

If the student is still dissatisfied with the response, a committee meeting will be held where all persons involved with the incident would be present. Final decision will be released after review of all evidences. (Approximately 10 days.) The School Director has the final authority.

All Student Grievance Forms are available in the Registrar’s office.

**Sample format of Student Complaint Sheet:**

Name of Student	ID #	Date	Complaint	Actions Taken	Signature

**Sample of Student Grievance Form:**

STUDENT GRIEVANCE FORM

CASE NO. \_\_\_\_\_

I, \_\_\_\_\_ with student number \_\_\_\_\_ would like to file a formal grievance report for an incident that took place last \_\_\_\_\_. Attached below are the details of the said incident:

---

---

---

---

---

---

Students Signature \_\_\_\_\_

Directors Signature \_\_\_\_\_

Date \_\_\_\_\_

**COMPLAINT GRIEVANCE PROCEDURE**

From time to time, differences in interpretation of school policies will arise among students, faculty, and/or the administration. Persons seeking to resolve problems or complaints should first contact the instructor in charge. Requests for further action may be made to the School Director. When such differences arise, usually a miscommunication or misunderstanding is a major contributing factor. For this reason, we urge both students and staff to communicate any problems that arise directly to the individual(s) involved. If the problem cannot be resolved in this manner, the School Director should be contacted. Normally, the informal procedure of "discussing" the difference(s) will resolve the problem. In addition to complaints previously stated and appeals of an academic nature, a student has a right to complain to the institution. If a student wishes to file a written complaint, they may do so. Please read the following student complaint procedure:

All complaints will be investigated thoroughly, including interviewing all people and reviewing all documents that relate or may potentially relate to the complaint;

Complaints may be rejected if, after investigation, they are determined to be unfounded or to compromise or resolve the complaints in a reasonable manner, including the payment of a refund;

A summary of the complaint, its disposition, and the reasons will be placed, along with any other related documents, in the student's file, and an appropriate entry in the log of student complaints will be made.

If the complaint is valid, the institution will determine what other students, if any, may have been affected by the same or similar circumstances and provide an appropriate remedy for those students;

The institution will implement reasonable policies or procedures to avoid similar complaints in the future;

Students should communicate directly to any person in control regarding complaints, their investigation, and resolution or lack of resolution.

A student may lodge a complaint by communicating orally or in writing to any teacher, administrator, admissions personnel, or counselor. The recipient of the complaint shall transmit it as soon as possible to the School Director.

If a student orally delivers the complaint and the complaint is not resolved either within a reasonable period or before the student complains again about the same matter, the student must submit the complaint in writing.

If a student complains in writing, ALL HEALTHCARE INSTITUTE shall, within 10 days of receiving the complaint, provide the student with a written response, including a summary of the institution's investigation and disposition of the matter. If the complaint or relief requested by the student is rejected, the reasons for the rejection must be provided.

The student's participation in the complaint procedure and the disposition of a student's complaint shall not limit or waive any of the student's rights or remedies. Any document signed by the student that purports to limit or waive the student's rights and remedies is void.

The person authorized to resolve complaints under this section shall not be terminated from employment or suffer any diminution in compensation as a result of the appropriate and good faith discharge of duties under this section.

#### Reinstatement Policy

Students who have been terminated for failing to maintain satisfactory academic progress may be reinstated through the appeal process. Upon reinstatement, the student will be placed on probation. The following standards must be achieved: a cumulative GPA of 75% and 90% cumulative attendance.

#### DRESS CODE POLICY

All Healthcare Institute requires all students, faculty and employees to dress appropriately and behave professionally. This includes cleanliness and personal hygiene.

##### ***Dress Code for Clinical Experience:***

Wearing of school ID

White uniform – during theory classes in campus and grey uniform during Clinicals. The uniforms should be clean and crisp. They must be with the school patch. When you need to wear a sweater, you can only wear white sweaters over the white uniform. All students must wear clean, white clinical shoes\* and hose. \*Sandals and clogs are **NOT** acceptable substitutes for clinical shoes. (All white, leather athletic shoes that meet agency guidelines are acceptable). Undergarments worn should not be conspicuous to the naked eye especially when wearing the white uniforms. Male and female students are to wear school uniform with school patch and school ID. Only white sweaters may be worn.

Hair must be styled neatly and worn above the collar.

Makeup, if used, should be conservative.

Use of cologne/perfume is not permitted.

Nails are to be clean and short with smooth edges. If nail polish is worn, it should be a natural color and unchipped.

A wedding band is the only ring allowed in the clinical area.

No neck chains, ornamental pins, or bracelets are to be worn with the uniform.

Persons with pierced ears may wear **only one small, plain, post earrings per earlobe**. Any other body piercing must be covered.

Only **warm neutral colored hair** is allowed in school.

Anybody arts (tattoo) must be covered.

A watch with a second hand is necessary.

Students are responsible for purchasing shoes, white hose, watch with second hand, bandage scissors, stethoscope and pen light.

#### DRUG AND SUBSTANCE ABUSE POLICY

All Healthcare Institute, Inc. is committed to maintaining a comfortable and safe environment in which our employees can work and our students can pursue their academic objectives. Our commitment to helping promote healthy lifestyles for our students and staff has resulted in the creation of a program designed to prevent the abuse of illicit drugs and alcohol. We are concerned for you, as an individual, as well as for the well - being of those around you. We strongly encourage you to participate in this program if you or someone close to you is experiencing a problem with substance abuse, or if you simply wish to become better educated regarding the various drugs and the health hazards they pose and the possible legal consequences of participating in drug related activities. Any inquiries regarding this program can be made confidentially through the School Director.

To the extent allowed by local state and federal laws, this institution will impose disciplinary action against students and employees for violating these standards of conduct. These actions may include suspension, expulsion, termination of employment, referral for prosecution and / or required completion of a drug or alcohol rehabilitation or similar program.

This institution, as required by federal regulation (34 CFR 85.635 and Appendix C), will report all employees convicted of a criminal drug offense occurring in the workplace to the Department of Education. Consistent with these same regulations, employees, as a condition of employment, are required to provide written notice to this institution of their conviction for a criminal drug offense occurring at the workplace within five (5) days after that conviction. In addition, students receiving Pell Grants who are convicted of a criminal drug offense during the period of enrollment for which the Pell Grant was awarded, are required by federal regulation to report that conviction in writing to the:

Department of Grants and Services  
United States Department of Education  
400 Maryland Avenue SW  
Room 3124, GSA Regional Office Bldg., #3  
Washington, DC 20202 - 1571

The report must be made within 10 days after the conviction.

In addition to institutional sanctions, students and employees convicted of the unlawful possession or distribution of illicit drugs or alcohol could face local, state and federal legal penalties which include the loss of eligibility for federal financial aid, fines, imprisonment and the seizure of drug related assets.

Students and employees seeking assistance in overcoming a drug or alcohol related problems are encouraged to contact this organization.

This institution continues to make a good faith effort to provide a school and workplace free from the illicit use, possession or distribution of drugs and alcohol.

#### TERMINATION, APPEAL AND REINSTATEMENT

Should students find it necessary to discontinue their training, they should arrange to meet with the Director to discuss their situation and submit written notification of their request. Students shall be terminated for failure to:

- Meet minimum standards for academic progress,
- Meet the minimum conduct standards of the school, or
- Fulfill their financial obligations according to their agreement with the school.

Whether termination of enrollment is voluntary or involuntary, students should realize that they will remain obligated for the amount of tuition and fees due the school based on the refund policy. Students have the right to appeal dismissal decisions made by the school administration by submitting a written request to the School Director describing any mitigating circumstances or conditions, which warrant special consideration. If the appeal is accepted, the student may be reinstated according to special terms and conditions stipulated by the School Director.

#### UNOFFICIAL WITHDRAWAL

If the student fails to attend school for more than 3 consecutive days or misses 25 hours of class work, the school will consider the student a drop and automatically withdraw him/her from the program.

#### AUTOMATIC WITHDRAWAL

A student will automatically be withdrawn from the program for the following reasons:

- Failure to attend school for 3 consecutive class days of the program.
- Failure to return from an approved leave of absence on the scheduled return date.
- Failure to maintain satisfactory progress 75% or better average.
- Failure to fulfill financial agreements.
- Failing any course/subject in the program twice during one enrollment period.

**NOTE: Per Department of Health Guidelines, short courses are not allowed any absent day or tardiness.**

#### APPEAL

Suspended or terminated students may appeal the school's decision in writing to the School Director.

The School must receive the appeal from the student within three business days of being notified of the dismissal. All appeals will be responded to within ten (10) business days of receipt by the school.

## STUDENT'S RIGHTS (STUDENT'S PROTECTION ACT)

All Healthcare Institute is in compliance with the articles and provisions of the Maxine Water Student Protection Act. Such act will guarantee fair and honest operations to promote the welfare of the students. The school has not authorized external representatives and has not entered into a contract with individuals or agencies to conduct and perform recruiting activities outside of its premises. All information to be disseminated to prospective students will originate from the institution. The school will provide and disclose to prospective student information to assist in making decisions to proceed with their career.

All inquiries received regarding any or all of the program courses offered by ALL HEALTHCARE INSTITUTE will be provided with a copy of the agreement with general description of the program instruction and any equipment to be used during the program.

The Agreement shall contain the following information:

The total number of classes, hours and lessons required to complete the program.

The total amount that the student is obliged to pay, including all fees, charges and expenses itemized that might be paid to complete the program.

The total amount charged for each item of equipment which will not exceed the Fair Market Value.

Schedule of payments.

The student's right to withdraw from the program of instruction and to obtain a refund and an explanation of the refund rights and how the amount will be determined including a hypothetical example

A detailed explanation of the student's to cancel

A clear statement that the student is not eligible for protection if the student is not a resident of California

A statement saying that the student is not eligible for payment for the STRF if the student's entire tuition and fees are paid by the 3<sup>rd</sup> party organization

Applicants would also be provided information on the percentage of students completing the program course, percentage of students who completed the program and obtained employment, information on state licensure examination required for applicable program course and the passing rate of graduates of the program offered by the institution from the most calendar year that ended.

Current catalogs or brochure containing information on program course offered, occupational; or job titles to which the program is represented to lead, length of program, faculty and qualifications schedule of tuition payments, fees and all other charges and expenses necessary for completion of the course, cancellation or refund rights under the Student Recovery Tuition Fund and all other material facts concerning the institution that might reasonably affects the student decision to enroll will also be provided.

ALL HEALTHCARE INSTITUTE will pursue the welfare and educational well - being of students as embodies in its Mission Statement to provide quality education and to promote service to diversify



population.

#### CURRICULUM EVALUATION METHODOLOGY POLICY

The Director of Nursing and instructors are responsible for monitoring the level, breadth and effectiveness of the curriculum, to propose changes where necessary; and to interact closely with the faculty in the development of new courses or revision of existing courses/modules.

At the beginning of the NA program the Program Director is to ensure the class is in compliance to begin by making sure that there's an instructor to 15 students; application form signed by the students and completed LiveScan are to be submitted to CDPH prior to direct contact with residents. At the completion of the theory portions of the NA program, the Program Director is responsible to ensure students have the knowledge to advance to the clinical portion of the training by reviewing all the students' overall performance in the classroom, the final examination results and observe the class interactions with the instructor during the skills lab training.

The Advisory Board members review mission, vision, goals, and objectives of the program on an annual basis. Any recommendations will be incorporated in the revision of the curriculum. Surveys or evaluations from students and recommendations from instructors will be summarized and taken into consideration in the development of the existing curriculum. Recommendations shall be reviewed and to decide how to incorporate the recommendations to improve learning experience of the students. A summary of the student evaluations will be presented by the Director of Nursing to the Advisory Board Meeting which is held annually.

When All Healthcare Institute receives feedback on licensure exam results, the information shall be reviewed by the Program Director and faculty. The annual pass rate will be presented by the Director of Nursing to the Advisory Board Meeting which is held annually. Any recommendations from the Board Members will be incorporated in the revision of the curriculum.

#### CLINICAL FACILITIES EVALUATION POLICY

Policy:

Clinical Facilities shall be evaluated on ongoing basis utilizing the following methodology:

The Program Director or designee shall visit, discuss and document conversations every clinical rotation for each clinical site in which the students are assigned. Concerns shall be documented to include plans to provide feedback on planned program revisions.

Concerns identified shall be presented in the monthly faculty meetings and quarterly advisory board meetings. Recommendations shall be reviewed and a plan for change developed to include scheduled dates of implementation and education for faculty.

The Program Director shall be responsible in providing education for faculty and ensuring feedback to each clinical site.

At the completion of each module the student shall complete an evaluation of the instructor, facility and the curriculum. The information shall be reviewed by the Program Director and summarized. The summary and areas of concern shall be presented at the faculty and advisory board meetings. Identified

concerns shall be reviewed and a plan for change developed to include scheduled dates of implementation and education for faculty.

#### CLINICAL ROTATION/AFFILIATION POLICY

All students are required to be in the clinical site for the pre - conference and post conference. Students should not exhibit any behavior that will jeopardize the health and safety of the patients, faculty and fellow students.

Students must always work with the Clinical Instructor; they may not function in the place of an employee or assume primary responsibility for patients, residents and clients without the instructor's guidance.

Students must not appear in the School or in the clinical site under the influence of liquor or narcotics or drugs.

Students must respect the confidentiality of the resident patients or clients.

All information must not be disclosed including the name of the patients or residents. Students must observe HIPAA at all times.

Students must not present themselves as LVN and must wear their school ID badge at all time.

Students must arrive in the clinical site on time attend and participate all educational and post clinical activities.

Students cannot leave Clinical site without prior permission from their Clinical Instructor.

#### COUNSELING SERVICES

Counseling services are available whenever a student requests an appointment for academic or personal counseling. If necessary, referrals will be made to community and health services as appropriate.

Career counseling, as well as motivational counseling, will be established on the first days of class and will be an ongoing part of the teaching process facilitated by each instructor.

ALL HEALTHCARE INSTITUTE is committed in providing a low stress environment that is conducive to student learning. When the conduct of a student transcends the bounds of law and interferes with the normal process of education, ALL HEALTHCARE INSTITUTE must take appropriate action. All counseling referrals are submitted and/ or reviewed by the Program Director.

Students who may be in need of additional counseling services will be referred to local licensed practitioners.

#### DISCLOSURES

##### STATE REGISTRATION DISCLOSURE

We are registered with the state of California. Registration means we have met certain minimum standards imposed by the state for registered schools on the basis of our written application to the state. Registration does not mean we have met all of the more extensive standards required by the state for schools that are approved to operate or licensed or that the state has verified the information we submitted with our registration forms.

## DISCLOSURE STATEMENTS

To protect your rights as a student, we offer the following information:

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement. You are to receive a copy of this catalog prior to your signing an enrollment agreement or contract.

The contract or agreement you sign shall not become operative (enforceable) until you attend the first class or session of instruction.

## STUDENT AND CAREER SERVICES

To serve all our students better, ALL HEALTHCARE INSTITUTE offers Student and Career Services. These services are set forth to make your career training experience as easy as possible and to ensure the quality and well - being of all students. Some of the Student Services we offer include:

- Awards
- Carpooling
- Graduation Ceremony
- Orientation (a mandatory informative meeting for all new students)
- Parking Passes
- School IDs

ALL HEALTHCARE INSTITUTE also offer the following student services:

Tutorial services will be made available to all students who seek extra assistance because of academic difficulties with their instructor. Every instructor who conducts tutorial programs should send out a written report to monitor the student's progress. A Tutorial Program written form should be submitted to the Program Director for review. Additional fees for tutoring will be charged accordingly.

Advising and Guidance Services wherein the student experiencing personal problems unrelated to their educational training will be referred to counselors or outside agencies where they could

receive additional assistance. However, the staff and faculty members would assist in advising and guiding students in working out solutions related to academic problems.

The school will offer job placement assistance to the graduates. A letter of recommendation will be given to the students upon request. Interested hospitals and extended/long - term care facilities should set up an appointment with the Program Director to discuss their staffing needs. A workshop on career development will be given to all graduates to ensure that the students has the job seeking skills, such as resume writing, interviewing techniques and filing out an application.

**ALL HEALTHCARE INSTITUTE cannot guarantee employment or salary amounts, however, every effort will be made to bring together the potential employers with appropriately skilled graduates.**

**All programs are “non - residential.” ALL HEALTHCARE INSTITUTE has no responsibility to find or assist a student in finding housing.**

**SEXUAL HARRASSMENT POLICY**

Students should immediately report, in writing or orally, any incident in which he/she believes sexual harassment has occurred. Complaints should be presented to the student’s instructor. If the problem recurs, or if for any reason the student does not wish to discuss the problem with his/her instructor, contact a member of management or the Director of Nursing.