



1/1/2019

Care Plus Training

Course Catalog



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CARE PLUS TRAINING

January – December 2019

CERTIFICATION PROGRAMS

-  **Nursing Assistant training for certification**
-  **Home Care Aid training for certification**
-  **Bridge HCA to Nursing Assistant**

Administrator: Care Plus Home Health Inc

Director of Nursing Assistant Training: Dr. Maureen Barta, RN, MSN

Classroom Address: 1950 Pottery Ave Suite 160, Port Orchard, WA 98366

Instructors and Qualifications:

Dr. Maureen Barta, RN, DNP - Over 30 years work experience encompassing hospital nursing, critical care nursing, and home health nursing. Over 10 years' experience teaching at high school through university level in nursing and nursing assistant programs.

Kathy Roy, RN, MSN - Over 30 years work experience encompassing hospital nursing, infusion therapy and home health nursing. Instructor in both Nursing and CNA Programs at Tacoma Community College.

Mindy Hansen, LPN – Classroom and clinical instructor. Experienced in home health, long term care and hospice.

Jessica Shelden, RN – Clinical instructor who has a broad range of experience in hospitals and home care

Admissions and Finance Office

Patrick Roy – patrick@careplustraining.com Veterans & Finance, 360-373-8016

Anna Taylor – anna@careplustraining.com Student records & Admission, , 360-373-8016

Licensure: This school is licensed under Chapter 28C.10 RCW. Inquiries or complaints regarding this private vocational school may be made to:

Workforce Training and Education Coordinating Board
128 – 10th Avenue Southwest, Olympia, Washington 98504
360-709-4600 Workforce@wtb.wa.gov

Selected programs of study at Care Plus Training are approved by the Workforce Training and Education Coordinating Board's State Approving Agency for enrollment of those eligible to receive benefits under Title 38 and Title 10, USA

January 1, 2017 "Catalog certified as true and correct for content and policy." _____

Non- Discrimination Policy

This school does not discriminate against students or potential students based on race, creed, color, national origin, sex, veteran or military status, sexual orientation, or the presence of any sensory, mental, or physical disability or the use of a trained guide dog or service animal by a person with a disability which does not in any way impair or limit your ability to practice in the health care profession with reasonable skill and safety.

Class Schedules

The following holidays will be observed, and classes will not be held New Year's Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans day, Thanksgiving day and Christmas Day. Holidays are not counted as part of the contracted time schedule.

Inclement weather policy: Care Plus Training follows Kitsap School District closure days and classes will not be held on any weather related closure or late start day.

Business hours are from 9 a.m. until 4 p.m. Monday through Thursday. Day Classes are scheduled from 9 am until 2 pm Clinical days are scheduled with the instructors, dates and times vary.

Requests for Reasonable Accommodation

Any student or potential student may request accommodation in writing at least 2 weeks prior to the start of class. Care Plus Training will make accommodations which do not in any way impair or limit your ability to practice in the health care profession with reasonable skill and safety.

Certification programs require state testing which include skill demonstration. Testing sites must approve accommodations several weeks prior to testing. Students should contact test agencies to confirm the test center can accommodate their needs. Care Plus Training will assist the student in contacting the testing agencies as needed.

Program Starting Dates

Certification program start the third week of every month. Prospective students must attend an informational meeting/orientation prior to acceptance to any certification program. Program applications are available at the meetings. Meetings are held twice monthly. Please check the class schedule page for dates and times. HCA programs take eight weeks to complete. CNA programs take 10 weeks to complete. Bridge programs are a minimum of 2 weeks, but students may take up to 10 weeks when requested.

Facilities

Care Plus Training features a well-lighted facility with a reception area and two classrooms (one lecture and one computer). Training equipment includes hospital bed, high quality male and female training mannequins, Adult and child CPR mannequins, and a variety of adaptive equipment for student practice. The school has a break room for students with a refrigerator, sink, tables, and chairs. Both male and female lavatories are available. There is parking available in a well-lighted parking lot. This is an accessible facility with handicapped ramps and lavatories. The maximum class size is 16 and the student/teacher ratio is 8 to 1.

Clinical locations:

Retsil Veterans Home – 1141 Beach Drive E, Port Orchard, WA 98366
Stafford at Ridgemont – 2051 Pottery Ave, Port Orchard, WA 98366
Northwoods Lodge & Clearbrook Residences – 2321 NW Schold Pl, Silverdale, WA 98383
Orchard Point Memory Care - 300 S Kitsap Blvd, Port Orchard, WA 98366

Electronic Devices

Electronic devices including but not limited to cell phones, tablets, blue tooth devices, cameras, or laptops are not allowed in the classroom or at clinical sites unless preapproved as part of a request for reasonable accommodation. When students must bring devices into the building, they are to be off or silenced. Devices should be kept in student's vehicle when possible. Unauthorized use of these type of devices if cause for dismissal from the program.

Entrance Requirements

Students must attend an information meeting prior to acceptance into the program. We want our students to succeed so a thorough screening process is in place to assure students are employable after completion of the program. To do this, students must provide a shot record with current TB skin test and Hepatitis vaccination. Students must have an R-NA from Washington State. Students must complete a background disclosure statement and Washington State Patrol Background check and reference checks. Having an item on your background check does not automatically exclude you from the program, but some convictions do. We will not accept an individual into the program with a conviction which excludes them from employment.

School Commissions

Care Plus Training does not and will not provide any commission, bonus, or other incentive payment based directly or indirectly on success in securing enrollment or financial aid to any persons or entities engaged in any student recruiting or admissions activities or in making decisions regarding the award of student financial assistance.

Veteran Applicants

The Workforce Training Board requires enrollment ratio of veteran to non-veteran students to maximum of 85% veteran student per program. If veteran wishes to enroll in a class that has already reached the 85% cap, the student may not be eligible for VA funding and should discuss this with their VA counselor.

Prior related education and/or military experience of veteran students will be reviewed on a case-by-case individual basis and appropriate credit awarded when allowed by Washington State Department of Health.

Attendance Requirements

Attendance is vital for success in any certification program. It is also required to meet state criteria for certification as a nursing assistant or home care aide. The daily attendance of each student is recorded and available for student review. Absenteeism for more than 10 percent of the total program constitutes cause for dismissal.

Clinical Assignment

Nursing Assistant certification programs required clinical experience under the supervision of Care Plus clinical instructors approved by DSHS. Clinical assignments are scheduled to begin during week 7. Clinical time and days vary based on student requirements and clinical site criteria. Students should be prepared for clinical schedules like customary working schedules at local facilities.

Make-up Work

Classwork, skills testing, and clinical assignments should be completed as scheduled. In the event of a verifiable emergency coursework and/or clinical assignments may, when allowed by program director, be rescheduled but must be completed with 30 days of the posted end of program date. Incomplete work may not be “rolled over” to a future class. A student who has not completed all course work 30 days after the end of their program will need to reapply, at full tuition, to a future program.

Clinical assignments are made with the instructor, student, and community businesses (nursing facilities). Businesses schedule their staff according to the clinical schedule of the students. These facilities are under no obligation to arrange their staff to accommodate a student missed clinical assignment. There are only 6 assigned clinical days; students must be every effort to attend all days as scheduled.

Tardiness

Developing good work ethics is an important part of the training. Students arriving late for class are interrupting the instructor and other students. The following recording system will be used for tardiness. Tardiness is counted for the 10% absenteeism.

1 to 15 minutes late will be counted as 15 minutes late

16 to 30 minutes late will be counted as 30 minutes late

31 to 60 minutes late will be counted as 1 hour late

Code of Conduct

The following conduct is unacceptable and will not be tolerated:

1. All forms of bias including race, age, ethnicity, gender, disability, national origin, and creed as demonstrated through verbal and/or written communication and/or physical acts.
2. Sexual harassment including creating a hostile environment and coercing an individual to perform sexual favors in return for something
3. All types of proven dishonesty, including cheating, plagiarism, knowingly furnishing false information to the institution, forgery, and alteration or use of institution documents with intent to defraud.
4. Intentional disruption or obstruction of teaching, administration, disciplinary proceedings, or other school activities.
5. Theft or damage to the school premises or damage to the property of a member of the school community on the school premises.
6. Violation of the law on school premises. This includes, but is not limited to, the use of alcoholic beverages or controlled dangerous substances.
7. Unauthorized use of electronic devices in class, lab or at clinical sites.
8. Failure to follow CNA Program or Appearance and Grooming policy
9. Causing hostile environment and/or interfering with learning of others.
10. Any deviation from the Client Bill of Rights

Conditions for Dismissal

Students may be dismissed from the school for the following reasons:

Not adhering to the school's rules, regulations, policies, and code of conduct

Missing more than 10 percent of instruction time

Not meeting financial responsibilities to the school

Any misconduct at classroom or clinical site

Conditions for Dismissal – cont.

The school director will notify the student in writing should it become necessary to dismiss the student. The dismissal letter will contain the date and the reason for dismissal. It is the responsibility of the dismissed student to notify the appropriate lending institution if the student has a student loan or is receiving financial aid. Prepaid tuition will be refunded per the school's refund policy.

Student assistance services

Academic advising and/or counseling services are provided when requested by the student. While Care Plus does not have an advising or counseling office, the program director, Dr. Maureen Barta, will meet with privately with any student who requests such a meeting.

While Care Plus does not have a scholarship program, financial assistance is available from several sources in the community. These are discussed during the orientation meetings. Care Plus offers payment plans when requested by a student. There are no fees or interested associated with payment plans.

Placement assistance is available to all current and former Care Plus graduates who meet Department of Health criteria for employment and have current health professional license. Recruiters visit classrooms regularly and students may start employment application process during training.

Re-entry Policy

Students dismissed from the school who request re-entry must put the request in writing to the school director. In cases where the student was dismissed for financial concerns, it may be possible to re-enter within the same school term. In cases where the student was dismissed due to excessive absences (greater than 10 percent) the student will need to re-enter in the next term. In cases where the student was dismissed due to unacceptable conduct, the student may have to meet with the director before re-entering the school. The decision of the director is final and the student will receive a letter within five business days stating the decision.

Student Complaint/Appeal Process

Students who have a complaint or who would like to appeal a dismissal must request in writing an appointment for an interview with the school director. The written request should include the following information:

- Student's full name and current address
- A statement of the concern including dates, times, instructors, and if applicable, other students involved
- Date of complaint letter and signature of the student

Three dates in which the student would be available for a meeting with the school director. These dates should be within 10 business days of the complaint.

The school director will notify the student in writing of the appointment date in which the concerns or appeal will be addressed. Every effort will be made to bring an amicable closure to the concern. Should it be necessary, a panel of instructors will hear the concerns and will be asked to assist in bringing a resolution to concerns and/or appeals. The student will be notified in writing within five business days of the outcome of the meetings. Should the contract be canceled by either the student or the school the last date of attendance will be used as the date to calculate any refund in accordance with the school's refund policy. Nothing in this policy prevents the student from contacting the Workforce Board (the state licensing agency) at 360-709-4629 at any time with a concern or a complaint.

See Addendum B

Welcome

Grading System

All tests are graded on a pass-fail basis. 80% is considered passing. Students must pass all quizzes as well as final with 80%.

All assignments are graded on a complete or incomplete basis. All incomplete assignments must be completed prior to the course written final.

The skills evaluation is considered passed when a student completes 5 tasks in 25 minutes, no more than 2 items missed from steps listed in the current Washington Nursing Assistant Candidate Handbook or missing any "Critical Element" (in bold in the handbook). A passing score is required to complete the program.

A third skills lab is scheduled by the student. This lab must be completed to receive course completion certificate.

Student Evaluation Techniques

Tests are administered to determine the amount of learning that has taken place. Test scores that are below 80 percent are an indication that the necessary skills for entry into employment were not acquired. Students should plan for additional practice, independent study, or tutoring. Other methods of evaluation may include oral quizzes, skill development tests, hands-on skill evaluation, and individual and group projects.

Students must pass a skill evaluation prior to completion of the program. This skill evaluation is administered and graded in accordance with Washington State Nursing Assistant Competency evaluation. Passing is required to complete the program. Extra practice time and equipment is available to each student upon request.

Withdrawing from School

Students must prepare a written notification and submit it to the school director. This document must contain the student's name, address, and date. All financial obligations on the part of the school and the student will be calculated using the last recorded date of attendance.

Student Records

Records will be maintained by the school for 50 years or until the school closes. If the school closes, records may be forwarded to the Workforce Training and Education Coordinating Board. Upon graduation, each student will be given a state approved certificate of completion. These records should be maintained indefinitely by the student. Students may request copies by writing the school. Student records are available for review by the student at any time.

Cancellation and Refund Policy – Non-VA students

The Cancellation and Refund Policy for VA students is at Addendum B

Should the student's enrollment be terminated or should the student withdraw for any reason, all refunds will be made according to the following refund schedule.

The school must refund all money paid if the applicant is not accepted. This includes instances where a starting class is canceled by the school.

The school must refund all money paid if the applicant cancels within five business days (excluding Sundays and holidays) after the day the contract is signed or an initial payment is made, as long as the applicant has not begun training.

The school may retain an established registration fee equal to 10 percent of the total tuition cost, or \$100, whichever is less, if the applicant cancels after the fifth business day after signing the contract or making an initial payment. A "registration fee" is any fee charged by a school to process student applications and establish a student record system.

If training is terminated after the student enters classes, the school may retain the registration fee established under #3 above, plus a percentage of the total tuition as described in the following table:

If the student completes this amount of training:	The school may keep this percentage of the tuition cost:
One week or up to 10%, whichever is less	10%
More than one week or 10% whichever is less but less than 25%	25%
25% but less than 50%	50%
More than 50%	100%

Care Plus Training

Nursing Assistant Training Classes for Certification

Care Plus course program and objectives are approved through Washington State Department of Health, and the Washington State Aging and Disabilities Services Administration. Successful completion of this program qualifies you for State/OBRA competency testing. (testing fee additional)

Requirements for Successful Completion

1. Attendance of all classes (60 hours)
2. Passing skills testing (accounts for 10 hours)
3. Passing class final with score of 80% or better
4. Successful clinical completion (40 hours)
5. Successful completion of 3 skill practice labs.

Upon completion the student is eligible to apply for State Competency Testing. There are no transferable credits to another institution.

Class Program Outline	Clock Hours
Basic Technical Skills	10
Personal Care Skills	10
Mental Health/Social Service Needs	8
Basic Restorative Services	3
Rights and Independence Promotion	3
Communication/Interpersonal Skills	3
Infection Control	2
HIV/AIDS class-certificate issued	7
Safety/Emergency Procedures including CPR	6
Skills Practice Lab	28
Clinical hours	40

Requirements for Class Admission

Pass Entrance Test. Reading, writing & communication in English is a requirement.

Complete "Background Inquiry" form that will be provided on the first day of class. If there is a record of "disqualifying" crimes against persons (as identified by DSHS Secretary's List of Crimes and Negative Actions) or financial exploitation, according to state law the individual cannot work in this field.

Have no health problems that would prevent safe lifting of at least 40 lbs. Proof of no active TB infection (clinical requirement).

Provide photo identification and have valid social security.

Care Plus Training

Home Care Aid Training for Certification

Care Plus course program and objectives are approved through Washington State Department of Health, and the Washington State Aging and Disabilities Services Administration. Successful completion of this program qualifies you for State competency testing. (testing fee additional)

Requirements for Successful Completion

1. Attendance of all classes (65 hours)
2. Passing skills testing (accounts for 15 hours)
3. Passing class final with score of 80% or better
4. Successful completion of 3 skill practice labs

Upon completion the student is eligible to apply for State Competency Testing. There are no transferable credits to another institution.

Class Program Outline	Clock Hours
Orientation to Long Term Care	2
Safety and Infection Control	3
Personal Care Concepts	35
Personal Care Skills	15
Dementia Specialty Training	6
Mental Health Specialty Training	4
Population Specific Training	15

Requirements for Class Admission

Pass Entrance Test. Reading, writing & communication in English is a requirement.

Complete "Background Inquiry" form that will be provided on the first day of class. If there is a record of "disqualifying" crimes against persons (as identified by DSHS Secretary's List of Crimes and Negative Actions) or financial exploitation, according to state law the individual cannot work in this field.

Have no health problems that would prevent safe lifting of at least 40 lbs. Proof of no active TB infection (clinical requirement).

Provide photo identification and have valid social security.

Care Plus Training

Bridge HCA-C to CNA for Certification

Care Plus course program and objectives are approved through Washington State Department of Health, and the Washington State Aging and Disabilities Services Administration. Successful completion of this program qualifies you for State competency testing. (testing fee additional)

Requirements for Successful Completion

1. Attendance of all classes (24 hours)
2. Passing skills testing
3. Passing class final with score of 80% or better
4. Successful completion of skill practice lab

Upon completion the student is eligible to apply for State Competency Testing. There are no transferable credits to another institution.

Program Outline	Clock Hours
Personal Care concepts	14
Personal care skills	2
Clinical hours	8

Requirements for Class Admission

Pass Entrance Test. Reading, writing & communication in English is a requirement.

Complete "Background Inquiry" form that will be provided on the first day of class. If there is a record of "disqualifying" crimes against persons (as identified by DSHS Secretary's List of Crimes and Negative Actions) or financial exploitation, according to state law the individual cannot work in this field.

Have no health problems that would prevent safe lifting of at least 40 lbs. Proof of no active TB infection (clinical requirement).

Provide photo identification and have valid social security.

Core Basic Training

Care Plus course program and objectives are approved through Washington State Department of Health, and the Washington State Aging and Disabilities Services Administration.

This course is intended for former HCA who's license has lapsed for 3 or more years. Successful completion of this program qualifies you license renewal.

Requirements for Successful Completion

1. Attendance of all classes (42 hours)
2. Passing skills testing
3. Passing class final with score of 80% or better
4. Successful completion of skill practice lab

Upon completion the student is eligible to apply for Department of Health license renewal of expired license. There are no transferable credits to another institution.

Program Outline

Personal Care concepts
Personal care skills

Clock Hours

30
12

More about the Entrance Test (Ability to Benefit testing)

If you do not have a high school diploma or G.E.D. Care Plus Training requires that you pass admission testing which includes basic reading and writing ability. Students must have basic reading skills in order to be successful with the course work and the state certification test.

This test is a 6 grade reading comprehension test. The test is given to ensure that you are able to read, write and understand lectures and your text books. You will be asked to read a short story and circle the correct meaning of 25 words within the story. The test contains everyday English language. The passing score is 80%. If you do not pass the test, you may reschedule to re-test on another day (no retesting on the same day). Sample reading proficiency questions are available at the CNA testing web site (<http://www.asisvcs.com/publications/pdf/074800.pdf>) Everyone is required to take the entrance test, there are no exceptions.

Care Plus offers several classes for health care workers...

Class Description

Certified Nursing Assistant Program— leading to state certification as Certified Nurse Aid. Application is required prior to attending class. Please attend a free informational meeting to learn more about our Certification Programs. Tuition for Nursing Assistant Certification \$640. Other costs are discussed at an informational meeting.

Long Term Care Worker Training - leading to state certification as a Home Care Aid. Application is required prior to attending class. Please attend a free informational meeting to learn more about our Certification Programs.

HCA to CNA Bridge – 24-hour program leading to state certification as Certified Nurse Aid. Application is required prior to attending class. Please attend a free informational meeting to learn more about our Certification Programs.

New Hire Orientation & Safety - this 5 hour class helps anyone new to Adult Family Homes get a broad overview of job expectations and safe patient care. Students will also get information on classes they may be required to take on their journey toward certification. 35

DSHS Dementia Specialty Training Level One — One day class for DSHS certificate. Check the calendar for dates. Students need to get their books prior to class.

DSHS Mental Health Level One —One day class for DSHS certificate. Check the calendar for dates. Students need to get their books prior to class..

Nurse Delegation for Caregivers—One day class. Check calendar for dates. Students need to get their books prior to class

Special Focus on Diabetes (Insulin Delegation) - One day class. Check calendar for dates. Students need to have completed Nurse Delegation for Caregivers prior to this class (bring your Nurse Delegation certificate). Students need to get their book prior to class.

Continuing Ed—3 CEU class, topics vary. 3 topics per session. Check calendar for dates.

Adult CPR. /AED Basic First Aid – American Red Cross format

ADDENDUM A**Estimated cost of Training**

	CNA	HCA	BRIDGE
Registration fee	NA	NA	NA
WSP Background check fee	\$25	\$25	\$25
Tuition	\$640	\$460	\$395
Text Book	\$35	\$35	\$35
Workbook	\$20	NA	\$20

Other Estimated costs

Supplies	\$30	\$15	\$30
Uniforms	\$30	\$15	\$30
Dept. of Health License fee	\$65	\$85	\$65
Dept. of Health Registration fee	\$65	\$65	na
Testing Fee	\$110	\$137	\$110

Estimated costs of required vaccinations/tests

Seasonal Flu Vaccine	\$25	na	\$25
Tb Skin Test	\$25	na	\$25

Supplies – May be purchased through Care Plus or provided by student. Below are costs when purchased through Care Plus.

Stethoscope	\$15	na	\$15
Gait belt	\$15	\$15	\$15
Uniform	\$30	\$15	\$30

State fees – not paid to Care Plus

Registration fee	\$ 65	\$ 65	na
Certification fee	\$ 65	\$ 85	\$ 65
Testing fee	\$110	\$137	\$110

Text book and workbook for CNA and Bridge students may be purchased together or separately. Both are Hartman Publishing, Hartman's Nursing Assistant Care the Basics, 4th Ed.

Text for HCA is Hartman Publishing, The Home Health Aide Handbook, 4th Ed

ADDENDUM B

Cancellation and Refund Policy for VA Students:

Care Plus Training agrees that if a veteran student fails to enter the course, withdraws, or is discontinued at any time prior to completion of the course, the unused portion of paid tuition, fees, and other charges will be refunded or the debt for such tuition, fees, and other charges will be canceled on a prorated basis, as follows:

1. **Registration Fee** - An established registration fee in an amount not to exceed \$10 need not be subject to proration. Where the established registration fee is more than \$10, the amount in excess of \$10 will be subject to proration.
2. **Breakage Fee** – Where the school has a breakage fee, it may provide for the retention of only the exact amount of breakage with the remaining part, if any, to be refunded.
3. **Consumable Instruction Supplies** – Where the school makes a separate charge for consumable instructional supplies, as distinguished from laboratory fees, the exact amount of the charges for supplies consumed may be retained but any remaining part must be refunded.
4. **Books, Supplies, and Equipment**
 - a. The school will make a refund in the full amount of the charge for unissued books, supplies, and equipment when:
 - i. The school furnishes the books, supplies and equipment
 - ii. The school includes their costs in the total charge payable to the school
 - iii. The veteran withdraws or is discontinued before completing the course
 - b. The veteran may dispose of issued items at his or her discretion even if they were included in the total charge payable to the school for the course.
5. **Tuition and other charges** – Where the school either has or adopts an established policy for the refund of the unused portion of tuition, fees, and other charges subject to proration, which is more favorable to the veteran than the approximate prorate basis as provided in this subparagraph, such established policy will be applicable. Otherwise, the school may charge a sum which does not vary more than 10% from the exact prorate portion of such tuition, fees, and other charges that the length of the completed portion of the course bears to its total length. The exact proration will be determined on the ratio of the number of days of instruction completed by the student to the total number of instructional days in the course.
6. **Prompt refund** – In the event that the veteran, spouse, surviving spouse, or child's fails to enter the course, or withdraws, or it discontinued there from any time prior to completion of the course, the unused portion of the tuition, fees, and other charges paid by the individual shall be refunded promptly. Any institution which fails to forward any refund due within 30 days after such charge shall be deemed, prima facie, to have failed to make a prompt refund, as required by this subparagraph.

ADDENDUM C

HOW TO FILE A COMPLAINT

Washington law requires private vocational schools to inform students how to file a complaint. By signing this form you acknowledge this process has been explained to you. Below are the next steps the school must take in discussing this policy with you, along with information about the complaint process.

DISCUSSION ABOUT COMPLAINT POLICY REQUIRED

First, a school representative must discuss the school's complaint policy with you. Following this discussion, you will be provided with this attachment to sign. After you sign this form, the school will give you a copy for your personal records. The school will also keep a copy on file.

ACKNOWLEDGMENT OF COMPLAINT PROCESS BY STUDENT

The school has described the grievance and/or complaint policy to me.

I understand that the policy can also be found in the school catalog.

I know I should first try to resolve a complaint or concern with my instructor or school administrator.

I understand nothing prevents me from contacting the Workforce Board at 360-709-4600 at any time with a concern or complaint, and complaint forms are: http://wtb.wa.gov/PCS_Complaints.asp.

I understand that I have one year to file a complaint from my last date of attendance.

I further understand that in the event of a school closure, I have 60 days to file a complaint.

I also understand that complaints are public records.

Finally, I acknowledge that details about the complaint process, my rights, and any restrictions on the time I have to file a complaint can be found at http://wtb.wa.gov/PCS_Complaints.asp

ADDENDUM D

Family Educational Rights and Privacy Act (FERPA)

The following guidance provides eligible students with general information about the Family Educational Rights and Privacy Act (FERPA). This document is a compilation and update of various letters and guidance documents previously issued that respond to a variety of questions about FERPA. While this guidance reflects our best and most current interpretation of applicable FERPA requirements, it does not supersede the statute or regulations. We will attempt to update this document from time to time in response to questions and concerns.

FERPA is a Federal law that is administered by the Family Policy Compliance Office (Office) in the U.S. Department of Education (Department). 20 U.S.C. § 1232g; 34 CFR Part 99. FERPA applies to all educational agencies and institutions (e.g., schools) that receive funding under any program administered by the Department. Parochial and private schools at the elementary and secondary levels generally do not receive such funding and are, therefore, not subject to FERPA. Private postsecondary schools, however, generally do receive such funding and are subject to FERPA.

Once a student reaches 18 years of age or attends a postsecondary institution, he or she becomes an "eligible student," and all rights formerly given to parents under FERPA transfer to the student. The eligible student has the right to have access to his or her education records, the right to seek to have the records amended, the right to have control over the disclosure of personally identifiable information from the records (except in certain circumstances specified in the FERPA regulations, some of which are discussed below), and the right to file a complaint with the Department. The term "education records" is defined as those records that contain information directly related to a student and which are maintained by an educational agency or institution or by a party acting for the agency or institution.

FERPA generally prohibits the improper disclosure of personally identifiable information derived from education records. Thus, information that an official obtained through personal knowledge or observation, or has heard orally from others, is not protected under FERPA. This remains applicable even if education records exist which contain that information, unless the official had an official role in making a determination that generated a protected education record.

Under FERPA, a school is not generally required to maintain particular education records or education records that contain specific information. Rather, a school is required to provide certain privacy protections for those education records that it does maintain. Also, unless there is an outstanding request by an eligible student to inspect and review education records, FERPA permits the school to destroy such records without notice to the student.

Access to Education Records

Under FERPA, a school must provide an eligible student with an opportunity to inspect and review his or her education records within 45 days following its receipt of a request. A school is required to provide an eligible student with copies of education records, or make other arrangements, if a failure to do so would effectively prevent the student from obtaining access to the records. A case in point would be a situation in which the student does not live within commuting distance of the school.

A school is not generally required by FERPA to provide an eligible student with access to academic calendars, course syllabi, or general notices such as announcements of specific events or extra-curricular activities. That type of information is not generally directly related to an individual student and, therefore, does not meet the definition of an education record.

Under FERPA, a school is not required to provide information that is not maintained or to create education records in response to an eligible student's request. Accordingly, a school is not required to provide an eligible student with updates on his or her progress in a course (including grade reports) or in school unless such information already exists in the form of an education record.

Amendment of Education Records

Under FERPA, an eligible student has the right to request that inaccurate or misleading information in his or her education records be amended. While a school is not required to amend education records in accordance with an eligible student's request, the school is required to consider the request. If the school decides not to amend a record in accordance with an eligible student's request, the school must inform the student of his or her right to a hearing on the matter. If, as a result of the hearing, the school still decides not to amend the record, the eligible student has the right to insert a statement in the record setting forth his or her views. That statement must remain with the contested part of the eligible student's record for as long as the record is maintained.

However, while the FERPA amendment procedure may be used to challenge facts that are inaccurately recorded, it may not be used to challenge a grade, an opinion, or a substantive decision made by a school about an eligible student. FERPA was intended to require only that schools conform to fair recordkeeping practices and not to override the accepted standards and procedures for making academic assessments, disciplinary rulings, or placement determinations. Thus, while FERPA affords eligible students the right to seek to amend education records which contain inaccurate information, this right cannot be used to challenge a grade or an individual's opinion, or a substantive decision made by a school about a student. Additionally, if FERPA's amendment procedures are not applicable to an eligible student's request for amendment of education records, the school is not required under FERPA to hold a hearing on the matter.

Disclosure of Education Records

Under FERPA, a school may not generally disclose personally identifiable information from an eligible student's education records to a third party unless the eligible student has provided written consent. However, there are a number of exceptions to FERPA's prohibition against non-consensual disclosure of personally identifiable information from education records. Under these exceptions, schools are permitted to disclose personally identifiable information from education records without consent, though they are not required to do so. Following is general information regarding some of these exceptions.

One of the exceptions to the prior written consent requirement in FERPA allows "school officials," including teachers, within a school to obtain access to personally identifiable information contained in education records provided the school has determined that they have "legitimate educational interest" in the information. Although the term "school official" is not defined in the statute or regulations, this Office generally interprets the term to include parties such as: professors; instructors; administrators; health staff; counselors; attorneys; clerical staff; trustees; members of committees and disciplinary boards; and a contractor, volunteer or other party to whom the school has outsourced institutional services or functions.

A school must inform eligible students of how it defines the terms "school official" and "legitimate educational interest" in its annual notification of FERPA rights. A school official generally has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Additional information about the annual notification of rights is found below in this guidance document.

Another exception permits a school to disclose personally identifiable information from an eligible student's education records, without consent, to another school in which the student seeks or intends to enroll. The sending school may make the disclosure if it has included in its annual notification of rights a statement that it forwards education records in such circumstances. Otherwise, the sending school must make a reasonable attempt to notify the student in advance of making the disclosure, unless the student has initiated the disclosure. The school must also provide an eligible student with a copy of the records that were released if requested by the student.

FERPA also permits a school to disclose personally identifiable information from education records without consent when the disclosure is in connection with financial aid for which the student has applied or which the student has received, if the information is necessary for such purposes as to: determine the eligibility for the aid; determine the amount of the aid; determine the conditions for the aid; and/or enforce the terms and conditions of the aid. With respect to this exception, the term "financial aid" means payment of funds provided to an individual (or payment in kind of tangible or intangible property to the individual) that is conditioned on the individual's attendance at a school.

Another exception permits a school to disclose personally identifiable information from education records without consent when the disclosure is to the parents of a "dependent student" as that term is defined in Section 152 of the Internal Revenue Code. Generally, if either parent has claimed the student as a dependent on the parent's most recent year's income tax statement, the school may non-consensually disclose the eligible student's education records to both parents under this exception.

Postsecondary institutions may also disclose personally identifiable information from education records, without consent, to appropriate parties, including parents of an eligible student, in connection with a health or safety emergency. Under this provision, colleges and universities may notify parents when there is a health or safety emergency involving their son or daughter, even if the parents do not claim the student as a dependent.

FERPA also permits a school to disclose personally identifiable information from education records without consent when the disclosure is to the parents of a student at a postsecondary institution regarding the student's violation of any Federal, State, or local law, or of any rule or policy of the institution, governing the use or possession of alcohol or a controlled substance. The school may non-consensually disclose information under this exception if the school determines that the student has committed a disciplinary violation with respect to that use or possession and the student is under 21 years of age at the time of the disclosure to the parent.

Another exception permits a school to non-consensually disclose personally identifiable information from a student's education records when such information has been appropriately designated as directory information. "Directory information" is defined as information contained in the education records of a student that would not generally be considered harmful or an invasion of privacy if disclosed. Directory information could include information such as the student's name, address, e-mail address, telephone listing, photograph, date and place of birth, major field of study, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, the most recent previous educational agency or institution attended, grade level or year (such as freshman or junior), and enrollment status (undergraduate or graduate; full-time or part-time).

A school may disclose directory information without consent if it has given public notice of the types of information it has designated as directory information, the eligible student's right to restrict the disclosure of such information, and the period of time within which an eligible student has to notify the school that he or she does not want any or all of those types of information designated as directory information. Also, FERPA does not require a school to notify eligible students individually of the types of information it has designated as directory information. Rather, the school may provide this notice by any means likely to inform eligible students of the types of information it has designated as directory information.

There are several other exceptions to FERPA's prohibition against non-consensual disclosure of personally identifiable information from education records, some of which are briefly mentioned below. Under certain conditions (specified in the FERPA regulations), a school may non-consensually disclose personally identifiable information from education records:

- to authorized representatives of the Comptroller General of the United States, the Attorney General of the United States, the U.S. Secretary of Education, and State and local educational authorities for audit or evaluation of Federal or State supported education programs, or for the enforcement of or compliance with Federal legal requirements that relate to those programs;
- to organizations conducting studies for or on behalf of the school making the disclosure for the purposes of administering predictive tests, administering student aid programs, or improving instruction;
- to comply with a judicial order or a lawfully issued subpoena;
- to the victim of an alleged perpetrator of a crime of violence or a non-forcible sex offense concerning the final results of a disciplinary hearing with respect to the alleged crime; and
- to any third party the final results of a disciplinary proceeding related to a crime of violence or non-forcible sex offense if the student who is the alleged perpetrator is found to have violated the school's rules or policies. The disclosure of the final results only includes: the name of the alleged perpetrator, the violation committed, and any sanction imposed against the alleged perpetrator. The disclosure must not include the name of any other student, including a victim or witness, without the written consent of that other student.

As stated above, conditions specified in the FERPA regulations at 34 CFR § 99. 31 have to be met before a school may non-consensually disclose personally identifiable information from education records in connection with any of the exceptions mentioned above.

Annual Notification of Rights

Under FERPA, a school must annually notify eligible students in attendance of their rights under FERPA. The annual notification must include information regarding an eligible student's right to inspect and review his or her education records, the right to seek to amend the records, the right to consent to disclosure of personally identifiable information from the records (except in certain circumstances), and the right to file a complaint with the Office regarding an alleged failure by a school to comply with FERPA. It must also inform eligible students of the school's definitions of the terms "school official" and "legitimate educational interest."

FERPA does not require a school to notify eligible students individually of their rights under FERPA. Rather, the school may provide the notice by any means likely to inform eligible students of their rights. Thus, the annual notification may be published by various means, including any of the following: in a schedule of classes; in a student handbook; in a calendar of school events; on the school's website (though this should not be the exclusive means of notification); in the student newspaper; and/or posted in a central location at the school or various locations throughout the school. Additionally, some schools include their directory information notice as part of the annual notice of rights under FERPA.

Law Enforcement Units and Law Enforcement Unit Records

A "law enforcement unit" means any individual, office, department, division or other component of a school, such as a unit of commissioned police officers or non-commissioned security guards, that is officially authorized or designated by the school to: enforce any local, State, or Federal law, or refer to appropriate authorities a matter for enforcement of any law against any individual or organization; or to maintain the physical security and safety of the school. The law enforcement unit does not lose its status as a law enforcement unit if it also performs other, non-law enforcement functions for the school, including investigation of incidents or conduct that constitutes or leads to a disciplinary proceeding against a student.

"Law enforcement unit records" (i.e., records created by the law enforcement unit, created for a law enforcement purpose, and maintained by the law enforcement unit) are not "education records" subject to the privacy protections of FERPA. As such, the law enforcement unit may refuse to provide an eligible student with an opportunity to inspect and review law enforcement unit records, and it may disclose law enforcement unit records to third parties without the eligible student's prior written consent. However, education records, or personally identifiable information from education records, which the school shares with the law enforcement unit do not lose their protected status as education records because they are shared with the law enforcement unit.

Complaints of Alleged Failures to Comply with FERPA

FERPA vests the rights it affords in the eligible student. The statute does not provide for these rights to be vested in a third party who has not suffered an alleged violation of their rights under FERPA. Thus, we require that a student have "standing," i.e., have suffered an alleged violation of his or her rights under FERPA, in order to file a complaint.

The Office may investigate those timely complaints that contain specific allegations of fact giving reasonable cause to believe that a school has violated FERPA. A timely complaint is defined as one that is submitted to the Office within 180 days of the date that the complainant knew or reasonably should have known of the alleged violation of FERPA. Complaints that do not meet FERPA's threshold requirement for timeliness are not investigated.

If we receive a timely complaint that contains a specific allegation of fact giving reasonable cause to believe that a school has violated FERPA, we may initiate an administrative investigation into the allegation in accordance with procedures outlined in the FERPA regulations. If a determination is made that a school violated FERPA, the school and the complainant are so advised, and the school is informed of the steps it must take to come into compliance with the law. The investigation is closed when voluntary compliance is achieved.

Please note that the eligible student should state his or her allegations as clearly and specifically as possible. To aid us in efficiently processing allegations, we ask that an eligible student only include supporting documentation that is relevant to the allegations provided. Otherwise, we may return the documentation and request clarification. This Office does not have the resources to review voluminous documents and materials to determine whether an allegation of a violation of FERPA is included. An eligible student may obtain a complaint form by calling (202) 260-3887. For administrative and privacy reasons, we do not discuss individual allegations and cases via email. Please mail completed complaint forms to the Office (address below) for review and any appropriate action.

Complaint Regarding Access

If an eligible student believes that a school has failed to comply with his or her request for access to education records, the student may complete a FERPA complaint form and should include the following specific information: the date of the request for access to the education records; the name of the school official to whom the request was made (a dated copy of any written request to the school should be provided, if possible); the response of the school official, if any; and the specific nature of the information requested.

Complaint Regarding Amendment

If an eligible student believes that a school has failed to comply with his or her request for amendment of inaccurate information in education records or failed to offer the student an opportunity for a hearing on the matter, the student may complete a FERPA complaint form and should include the following specific information: the date of the request for amendment of the education records; the name of the school official to whom the request was made (a dated copy of any written request to the school should be provided, if possible); the response of the school official, if any; the specific nature of the inaccurate information for which amendment was requested; and evidence provided to the school to support the assertion that such information is inaccurate.

Complaint Regarding Disclosure

If an eligible student believes that a school has improperly disclosed personally identifiable information from his or her education records to a third party, the student may complete a FERPA complaint form and should include the following specific information: the date or approximate date the alleged disclosure occurred or the date the student learned of the disclosure; the name of the school official who made the disclosure, if that is known; the third party to whom the disclosure was made; and the specific nature of the education records disclosed.

This guidance document is designed to provide eligible students with some general information regarding FERPA and their rights, and to address some of the basic questions most frequently asked by eligible students. You can review the FERPA regulations, frequently asked questions, significant opinions of the Office, and other information regarding FERPA at our Website as follows:

www.ed.gov/policy/gen/guid/fpco/index.html

If, after reading this guidance document, you have questions regarding FERPA which are not addressed here, you may write to the Office at the following address:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-8520

ADDENDUM E

Certification Programs Equipment List

Non-Disposable Supplies

1. Two fully electric bed with approved side rails (for CNA skills).
2. One non-electric bed without side rails (for HCA skills)
3. Clock with second hand at each bed
4. One fully female mannequin with urinary catheter
5. One fully female mannequin without urinary catheter
6. Privacy screen between each bed, plus one movable screen
7. Calibrated standing scale (eye level)
8. Signaling device for each electric bed (they do not have to work)
9. Sink with running water
10. Soiled linen container for each bed
11. Bedside table for each bed
12. Over bed table for each bed
13. Toilet for skill lab
14. Trash can for each bed
15. Wheelchair with footrests
16. Bath basins
17. Emesis basins
18. Standard bedpans
19. Blood pressure cuffs
20. Dentures in denture cups
21. Knee-high elastic stockings
22. Stethoscopes
23. Stethoscopes with dual ear piece (4)
24. Syringes for catheter
25. Transfer belts / gait belts
26. Clothing protectors (3)
27. Clothing (button up and pull over styles, large sizes, pull on pants, socks)
28. Patient gowns
29. Linens for the beds
30. Washcloths
31. Pillows
32. Towels
33. Waterproof / incontinent pads
34. Measuring container for measuring urinary output
35. Dirty and clean supply area

Disposable Supplies

1. Trash bags
2. Alcohol swabs or alcohol and cotton balls
3. Drinking cups
4. Food for feeding skill
5. Gloves
6. Hand sanitizer (wall mount at each bed and in bathroom)
7. Hand wipes (individually wrapped)
8. Lotion at each bed side and in bathroom
9. Meal trays with a name card
10. Paper towels (the program may also want napkins for the feeding skills)
11. Paper plates
12. Disposable spoons
13. Liquid soap (for hand washing, bed baths and other skills)
14. Toilet tissue or wipes
15. Individually wrapped toothbrushes
16. Toothpaste
17. Isolation gown

ADDENDUM F

DESCRIPTION OF PROGRAMS

INFORMATION	CNA PROGRAM	HCA PROGRAM	BRIDGE PROGRAM
Full-time hours	10/wk	10/wk	5/wk
Lecture	60/program	75/program	16/program
Hands -On	Included in lab	Included in lab	Included in lab
Lab	10/program	10/program	2/program
Internship	NA		
Field Experience	40 hour clinical	None	8 hours clinical
Independent Study	NA		
Credential Awarded	Certificate of Completion	Certificate of Completion	Certificate of Completion
Other	State testing	State testing	State testing
Receipt of the Certificate of Completion allows the graduate to take state board examination required for licensensure			

