



**CAREGIVER TRAINING OUR CARE IN HOME SERVICES LLC**

**141 ROUTE 6A ROOM 3 SANDWICH, MA 02563**

**PROGRAM POLICIES & PROCEDURES**

**OCTOBER 1, 2023**

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## **OCIHS PROGRAM POLICIES & REQUIREMENTS**

**OUR CARE IN HOME SERVICES LLC** was established in Sandwich Cape Cod Massachusetts, in 2021. It is a non-medical home care agency. **OUR CARE IN HOME SERVICES** focuses on training nursing assistants and for positions in long-term care facilities Homecare assistance and hospitals. Our classes will be taught by an enthusiastic RN instructor who worked in the nursing homes and hospital supervising CNAs working under his license. Students will have an understanding of how to give the highest quality care to people in need of medical assistance. At **Our Care In-Home Services**, we strive to provide compassionate care for elderly residents throughout Brooklyn Ny, Golf Shores AL Cape Cod, and the islands in Massachusetts. Our senior home care services are available to make life easier and more enjoyable.

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### **MISSION STATEMENT**

**Here at Our Care in Home Services, we believe in the following:**

- That all individuals are unique and valued.
- That all individuals have a right to achieve the highest personal potential possible.
- That all students have equal access to education.
- That the healthcare industry must be a cooperative partner in healthcare education.
- That all students will receive fair treatment from Agencies.
- That all students are responsible for their own actions and learning.

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### **PROGRAM / CLASS INFORMATION & REQUIREMENTS Program Classes & Schedules**

- Students have the option of attending the didactic classroom portion of the **Certified Nursing Assistant (CNA)**, programs either in an on-site classroom setting, or in a virtual Zoom class setting.
- Attending class on-campus offers in-person interaction; attending class virtually can become more convenient and flexible than in a traditional in-person learning platform.
- **Students who elect to attend a virtual Zoom class must have a reliable computer or tablet with a microphone and camera, an internet connection, and an email address.**

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### **CNA Program**

- **CNA** students learn the responsibilities, duties, and skills to help patients with activities of daily living and other healthcare needs. Upon successful completion of the program, students will be issued a Certificate of Completion and be eligible to apply for certification as a CNA by competency examination with the MSBN.
  - **MSBN approved CNA programs are comprised of at least 104 hours of instruction**, divided into a minimum of 37 hours of classroom and 28 hours of lab instruction, and at least 40 hours of instruction in a clinical setting.
  - Caregiver Training offers a variety of schedules for students to choose from that meet or exceed OSBN mandated hours of instruction.
  - **Classes are offered on accelerated day, evening, and weekend schedules year-round and range in length between 4-to-7 weeks.**
    - **Accelerated Day Classes** allow students to complete the program quicker.
    - **Evening Classes** give students more time to read and absorb the required chapters, review, and prepare for exams.
    - **Weekend Classes** are designed for students who have commitments during weekdays and evenings that preclude them taking other schedules.
  - In-person skills labs of up to 10 students per instructor on campus emphasize the importance of learning by doing.
  - Supervised clinical rotations of up to 10 students at a healthcare facility to provide students with practical work experience.
- schedules 4-5 times a year that meet or exceed MSBN mandated hours of instruction.**
- **In-person skills labs** of up to 10 students per instructor on campus emphasize the importance of learning by doing.
  - Supervised one-on-one clinical instruction at a healthcare facility provides students with practical work experience.

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# **ADMISSION POLICY**

## **Eligibility Requirements**

### **CNA Programs**

- **Information Session Completion Requirement:**
  - **All students must view a current OUR CARE IN HOME ONLINE INFORMATION SESSION prior to registering** into for classes, CNA student must **submit a signed/dated digital signature acknowledging** they have watched the entire Information Session and have received, understand, and agree to comply with the information covered in the presentation.
- **Photo ID Requirement:**
  - It is the policy of **OUR CARE IN HOME SERVICES** that all students must present a **current government issued, signature-bearing, photo ID with their legal name and birth date for identity verification at least five (5) business days prior to the first day of class.**
- **Good Health Certification Requirement:**

- **CNA** program students must certify on a *Student Statement of Good Health* form that they are free from contagious disease, physically and mentally fit, and be able to successfully participate in skills labs and clinicals **at least five (5) business days prior to the first day of class.**
- **English Language Literacy Requirement:**
  - **All students must be able to read, comprehend, speak, and write in English at the sixth-grade level or above.**
    - The MNAR does not consider English as a second language a disability.
    - Students will not be allowed to have an interpreter in the classroom or clinical.
- **Criminal Background Check Requirement:**
  - **All students must complete a state and national criminal background check.** Some crimes may preclude clinical placement and OSBN certification/licensure.
  - Healthcare training partners will make all eligibility and clinical placement decisions relative to screening results.

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### Registration Requirements

#### CNA Programs

- **Registration into a CNA class is closed *five (5) business days prior to the first day of class.***
- **Before a tuition payment reserving a student's seat in class will be accepted, students must first meet all eligibility criteria. All students must:**
  1. Submit a signature acknowledging they have viewed the CNA contract, the Caregiver Training instructions
  2. Turn in their completed, signed, and dated registration packet and eligibility documentation.
  3. Provide a copy of a current government issued, signature-bearing, photo ID with their legal name and birth date for identity verification.
- **The registration process is completed when a student contacts the business office to select a class/clinical schedule and make their tuition payment.**
- **Students must make the following minimum tuition down payment to reserve their seat in an upcoming class:**
  - ❖ CNA Program - \$1000.00
- **A \$100.00 non-refundable enrollment processing fee is Included as part of the tuition payment.**
  - **Students must PAY THEIR PROGRAM TUITION IN FULL at least two (2) business days prior to the first day of class UNLESS THEY SET UP A TUITION PAYMENT PLAN at least two (2) business days prior to the first day of class.**

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### Class Waitlists

- **OUR CARE Agency** maintains class waitlists for classes where all available seats have been filled. If students registered into the class drop the class and seats become available, waitlisted students will be contacted and offered an available open spot in the class.

- **Students who have met all their eligibility criteria and submitted their completed, signed and dated registration packets may elect to join a class waitlist.**

➤ Waitlisted students are notified on a first-come-first-served basis when openings occur. ➤ Notification priority order is based on the date students completed all their pre-registration requirements, with preference being given to those students who also made a payment towards their tuition.

***Admission into a training program does not guarantee that a student will successfully pass the program and receive a certificate of completion. Successful completion of the program does not guarantee that a student will successfully pass MSBN testing and obtain a CNA certification.***

## **8 CRIMINAL HISTORY CHECK POLICY**

- In compliance with MNAR requirements, **CNA** students must undergo a state and nationwide criminal background check. The criminal background check will include a social security number trace, state/national criminal background history, sex offender registry check and OIG LEIE check.
  - Under OHA regulations for clinical trainings, students must undergo a criminal background check prior to their initial clinical placement, but no more than three (3) months before beginning their training program. A criminal background check is considered current when a student is enrolled and progressing through their training program. Subsequent criminal background checks may not be required except for cause, or at re-entry into a program from which the student has taken leave or fallen out of progression.
    - It is the policy of Caregiver Training Institute that CNA criminal background check clearance forms must be completed, signed, and received by the business office with a student's registration packet ***at least five (5) business days prior to the first day of class.***
    - **CNA and student criminal background checks will be run *prior to the first day of class.***
    - The information from the criminal history background check may take from a few days to a couple of weeks to be returned to us, depending upon the individual's background.
    - **Some crimes may preclude clinical placement and MSBN certification/licensure.**
    - **Healthcare training partners will make eligibility and clinical placement decisions relative to screening results.**
    - **In reviewing criminal background check information, the MNAR will consider the nature of the crime, facts of the case, relevancy of the crime, and mitigating factors.**
- 1. A conviction of any of the following crimes or offenses is "potentially disqualifying", unless otherwise provided by law:**
    - All felonies
    - All misdemeanors
    - Any U.S. military crimes or international crimes
    - Sex offender registration
    - Conditions of parole, probation, or diversion program
    - Unresolved arrest, charge, pending indictment or outstanding warrant
  - 2. Conviction of any of the following crimes are "likely to result in denial", unless there are significant mitigating circumstances.**

- Aggravated murder
- Murder
- Rape 1
- Sodomy 1
- Unlawful sexual penetration 1
- Sexual abuse 1

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### PHYSICAL RESTRICTION POLICY

• CNA program students are required to sign and submit a **Statement of Good Health**, certifying they are in good health, free from contagious disease, and have no existing conditions that would deter with their ability to participate fully in their training program and perform the essential functions of a CNA when registering into CAN programs **at least five (5) business days prior to the first day of class**. (For example – be free of infectious disease, able to talk and hear; able to stand for long periods of time; able to stoop and bend; able to lift, and/or move up to 10 pounds constantly (*more than 2/3 of the time*); able to lift, and/or move up to 25 pounds frequently (*up to 2/3 of the time*); able to lift and/or move up to 50-100 pounds occasionally (*up to 1/3 of the time*).

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- Any subsequent physical restriction or medical/mental incapacitation that may hinder the successful and/or safe performance of the skills in class/clinical settings must be reported immediately to the school.
- **OUR CARE AGENCY reserves the right to require a doctor's release** for a student to be admitted into a training program, or to continue in a training program, if a student has a physical or mental health condition, disease/illness, or develops a medical /mental incapacitation that impairs or limits their ability to safely participate in the program and perform the essential functions of a CNA or CMA.
- **If a doctor's release sets limitations or restrictions** that interfere with or preclude a student from participating in classroom labs or going into the clinical rotation, their program will be put on hold, and **it may affect their ability to complete the program within the MSBN mandated timeframe of four (4) months following the last day of classroom instruction**.
- Being pregnant, or becoming pregnant, during the program may affect being in the program. A doctor's release is needed if a student has or develops a pregnancy-related condition that impairs their ability to safely participate in the program and perform patient care activities in the clinical setting.
- **If a student is not able to complete the clinical portion of their program within the required timeframe, they may be terminated from the program, without refund.**

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### FINANCIAL POLICIES & REQUIREMENTS

**OUR CARE Agency** believes that the expectation of both the student and the school is that the fee assessment and penalty process should be **fair and equitable** and **have meaningful and uniformly applied consequences** for those who do not register and pay in a timely manner. Students are required

to sign an **Enrollment Agreement & Financial Disclosure Statement** prior to enrolling in their program. By agreeing to the terms of the Enrollment Agreement & Financial Disclosure Statement, students acknowledge they have received, read, and understand the terms of the agreement, the Agencies program policies and financial responsibility related to the cost of attendance at **OUR CARE** Agency. Financial responsibilities include the obligation to pay any additional incurred fees, fines, or penalties; and any repercussions involved in the debt collections process.

## Price List

### • PROGRAM TUITION / CLASS PRICES

CNA Faculty-led Program Tuition ( <i>includes \$100.00 nonrefundable enrollment processing fee</i> ) - Class, Labs & Clinical; Criminal Background Check; Course Pack; Gait Belt.	<b>\$1,250.00</b>
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### CNA Program Supplies

#### Required the First Day of Class:

- **Black Pen** – NOTE: All tests are required to be taken with a black pen. (*provided at no cost by the school*)
- **Highlighters, Note-taking Supplies** (*i.e. -paper, post-it flags, notebook/3-ring binder, pens/pencils, etc.*)

#### Required for Labs/Clinicals:

- **Name Badge**
- **Face coverings or PPE** must be worn when required by the CDC, OHA, or other State of Massachusetts government regulatory bodies, and by facilities during clinicals.
  - **Uniform** – Scrubs / any color or pattern (*we recommend 2 sets*)
  - **Shoes** – Fully enclosed non-skid soled work shoes that medical personnel wear. Athletic shoes are acceptable. No Crocs, slip-ons (flats, loafers) or open-heel shoes are allowed. • **Wristwatch, with a second hand**
  - **Textbook & Workbook** Students will purchase on amazon.
- **Highlighters, Note-taking Supplies** (*i.e. -paper, post-it flags, notebook/3-ring binder, pens/pencils, etc.*)

**SUGGESTION:** *It is recommended that you bring a sack lunch as you will only have a 30-minute lunch break. If you choose to leave for lunch and return late you it will be documented as missed time in the program that you will have to make up. The school has a Student Lounge with refrigerators, microwaves, and vending machines for your use. Facility clinical site accommodations vary.*

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### DRESS CODE POLICY

All students enrolled in the training programs are expected to present a clean, neat, well-groomed and professional appearance throughout the program. Reasonable accommodation will be made for employees' religious beliefs consistent with the school's necessity to present a conservative, professional appearance.

## Personal Appearance

- **Personal Hygiene** – Maintain proper body hygiene on a regular basis throughout the program, including but not limited to bathing, oral hygiene and other personal care.
- **Perfume/Aftershave/Deodorant** – All fragrances, perfumes, colognes and/or aftershaves are strongly discouraged in the classroom environment and ARE PROHIBITED in clinical. Clinical sites are scent free zones. Fragrant perfume, aftershave, hair spray, lotions can cause allergies and nausea in residents.
- **Hair** – Hair must be clean and neat. Shoulder length or longer hair, braids, beaded cornrows, dreadlocks, or hair extensions are to be pulled back from the face and secured at the back of the neck.
  - **Facial Hair** – Beards and moustaches must be kept clean, short, and neatly trimmed.
  - **Nails** – Fingernails are to be kept clean and maintained at a length not to exceed the fingertip to prevent injury to the patient. Artificial nails ARE PROHIBITED during the program and must be removed. Chipped nail polish is an infection control policy at all facilities. Students may be sent home from clinical if their nail polish is chipped.
  - **Makeup** – Makeup should be conservative. Extremes styles should be avoided.
  - **Jewelry** – All jewelry must be kept to a minimum. Wedding bands, engagement rings, a watch with a second hand, and small post earrings are allowed. Students are encouraged not to wear.

rings that pose a risk of skin damage to residents. No dangling earrings that hang below the earlobe are allowed.

- **Facial Piercings** – Discreet facial piercings may be allowed, dependent upon facility policy. Tongue and/or nose accessories may be required to be covered or removed dependent upon facility policy. In the case of ear spacers, the opening must be covered, but do not remove the spacer.
- **Tattoos** – Tattoos and other body art are discouraged, and may be required to be covered, in accordance with facility policy.
- **The Student ID Name Badge provided by the agency must be worn at all times.**
- Face coverings must be worn when required by the CDC, OHA, or other State of Massachusetts government regulatory bodies.
- **Students enrolled in school training programs can elect to wear scrubs, throughout the program during class sessions.**
  - Clothing must be neat and in good repair (*no rips, tears, holes, fading or fraying*); fit properly (*not tight or revealing*); be clean (*freshly laundered, no stains*), and wrinkle-free. ➤ No halter tops, crop tops (*that show midriffs*), or low-cut tops (*that show cleavage*), are allowed.
  - No shorts, or skirts or dresses above the knee are allowed.
  - Proper undergarments must be worn. (*No sagging – if the undergarment can be seen the student may be sent home and will incur makeup time.*)

- **Be aware that classroom temperatures may be variable – so dress in layers.**

## **Labs**

- **The Student ID Name Badge provided by the Agency must be worn at all times.** • Face coverings or PPE must be worn when required by the CDC, OHA, or other State of Massachusetts government regulatory bodies.
- **All students enrolled in school training programs will dress in scrubs during skills labs.** ➤ Scrubs of any color/pattern are acceptable. Scrubs must be in good repair (no tears or holes), fit properly (not too tight or revealing) and be neat, clean (no stains), and wrinkle free.
  - Solid color long-sleeved tops or plain pocket tee-shirts may be worn under a scrub top. Long sleeved shirts must not contain any logos and may not be discolored.
- **Footwear must be fully enclosed non-skid soled work shoes that medical personnel wear.** ➤ Athletic shoes are acceptable; no hiking or combat-style boots.
  - No Crocs, slip-ons (flats, loafers), or open-heel shoes are allowed.
- Headscarves, hats, and other head coverings are not allowed except to accommodate medical or religious customs and observances.
  - **A watch, with a second hand, is required for checking vital signs.**

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### **Clinical Rotation**

- **The Student ID Name Badge provided by the school must be worn at all times.** • Face coverings or PPE must be worn when required by the CDC, OHA, or other State of Massachusetts government regulatory bodies.
- **All students enrolled in school training programs will dress in scrubs during their clinical rotation.**
  - Scrubs of any color/pattern are acceptable. Scrubs must be in good repair (no tears or holes), fit properly (not too tight or revealing) and be neat, clean (no stains), and wrinkle free.
  - Solid color long-sleeved tops or plain pocket tee-shirts may be worn under a scrub top. Long sleeved shirts must not contain any logos and may not be discolored.
  - No sweaters, jackets or hoodies are allowed during the clinical rotation. Lab coats over scrub tops are acceptable.
- **Footwear must be fully enclosed non-skid soled work shoes that medical personnel wear.** ➤ Athletic shoes are acceptable, no hiking or combat-style boots.
  - No Crocs, slip-ons (flats, loafers), or open-heel shoes are allowed.
- Headscarves, hats, and other head coverings are not allowed except to accommodate medical or religious customs and observances.
  - **A watch, with a second hand, is required for checking vital signs.**
- The facility has the final determination as to whether a student’s personal appearance and dress meets facility requirements.

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## Dress Code Violations

- If a student fails to comply with the school or facility dress code and personal appearance standards, they will be sent home and incur makeup time.

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## Uniform Vendor List

Scrubs are available for purchase from the following vendors: Amazon, Walmart or any other stores that sell nursing uniforms.

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- Scrubmed.com
- Target-Online
- Wal-Mart

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## CLINICAL SCREENING REQUIREMENTS POLICY

The Massachusetts Health Authority (OHA) established administrative requirements for health professional student placements in clinical training settings within the state of Massachusetts effective July 1, 2014. In addition, clinical sites may require students to complete additional site-specific trainings pertaining to privacy/confidentiality, standards of behavior, and safety, security & documentation protocols.

## TB (Tuberculosis) Screening Requirements & Documentation Under

OHA regulations for clinical trainings, students must undergo a TB screening prior to their initial clinical placement, and only after that in the case of known exposure.

- **TB Tests MUST NOT be more than one (1) year old and must not expire during the program.**

*(Note: The expiration date of a TB test is documented as one (1) year from the date the TB test was read.)*

- **For the TB test and/or Chest X-ray to be valid and acceptable**, we will only accept copies of TB test and Chest X-ray documentation on a document appropriately signed or officially stamped and dated by a qualified medical professional, or an authorized representative of the local health department, that is submitted in English on business letterhead.
- **TB test documentation must provide information detailing the TB test placement (*the date and site placed, the lot #/expiration date, who administered the TB test*) and the TB test results (*the date read, induration in “mm”, test results, and who read the results*).**
- Students may provide a copy of a current QuantiFERON Gold blood test, T-SPOT blood test, TB Skin Test (PPD), and/or current Chest X-ray for TB documentation, from their physician, a current or former employer, or another source.

- If a student tests positive to the TB Skin Test (PPD), they must obtain a Chest X-ray for TB screening at their own expense prior to going into their clinical rotation.

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- If a student has **ACTIVE TB**, or is currently undergoing treatment for active TB, the student will not go into the clinical setting until their treatment is completed.
- If a student has **LATENT TB**, or is currently undergoing treatment for latent TB, they may proceed into the clinical setting with their physician’s release for latent TB or for treatment of latent TB.

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## **Substance Abuse Screening Requirements & Documentation**

- **All students are required to have a substance abuse 10-panel drug screen prior to the start of their clinical rotation as set by the OHA regulations to screen for substance abuse and misuse.** Under OHA regulations for clinical training, students must undergo a substance abuse screening prior to their initial clinical placement, but no more than three (3) months before beginning their training program. Subsequent substance abuse screenings checks may not be required except for cause, or at re-entry into a program from which the student has taken leave or fallen out of progression.
  - **SUBSTANCE ABUSE SCREENING TESTS ARE ONLY AVAILABLE THROUGH THE SCHOOL. All students must pay their \$60.00 substance abuse screening fee IN FULL *by the first day of class.*** • It is the policy of Caregiver Training Institute that confirmation of completed substance abuse screening services must be received by the school business office ***by the first day of labs, or*** **students will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.**
  - **Students are encouraged to pay for and get their drug screening as soon as possible.** The information from the substance abuse 10-panel drug screen may take from a few days to a couple of weeks to be returned to us, depending upon the individual’s background, which could delay your ability to proceed into clinicals.
  - **Substance abuse screening services are provided by:**

**Adcare Criminal Justice Service**  
**Hyannis, MA 02601**  
**(774) 470-1375**

➤ **Substance abuse screening services are typically available Monday through Thursday between 9am and 5pm (closed 12pm-1pm for lunch). *Appointments are not necessary, but as hours of operation may be subject to change, students are encouraged to call first.*** ➤ **Students are required to bring to substance abuse screening sessions:**

- 1. a copy of their receipt of payment** (sales receipt, copy of credit card payment, email from OCIHS confirming sponsor payment authorization)
- 2. a current government issued, and a (2) signature-bearing, photo ID with their legal name.**

- **Students WILL NOT be serviced without either their PHOTO ID or PROOF OF PAYMENT. NO EXCEPTIONS.**
- **IN COMPLIANCE WITH SUBSTANCE ABUSE TESTING AND MONITORING PROTOCOLS:** ➤ **STUDENTS MUST NOT LEAVE THE TESTING SITE UNTIL AN ADEQUATE SPECIMEN HAS BEEN PROVIDED (*i.e., sufficient volume, acceptable temperature, etc.*) and they are released to leave the site by the provider.** Failure to do so will **INVALIDATE THE SUBSTANCE ABUSE SCREENING**, officially be considered a refusal to test, and students will be required to purchase and take a new substance abuse screening test.
  - **If a student's screening results are positive for any reason, results will be sent to a Regional Lab. THE LAB WILL ATTEMPT TO CONTACT STUDENTS ONLY THREE (3) TIMES.** Students must have their voicemail box set up and able to receive messages so the lab can leave them a call-back number. **If students do not answer their phone by the third time the regional lab calls, their drug screening results will be returned and deemed positive.**
  - Medical marijuana, or its metabolite, is not an accepted substance in urine drug screens and may result in a positive urine drug screen. Students with a prescription for medical marijuana would not be considered exempt from urine drug screening.
- **Healthcare training partners will make all eligibility and clinical placement decisions relative to screening results.**

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### **Suspected Substance Abuse Policy**

- **SUSPECTED ABUSE:** Students are expected to come to class/clinical not impaired by any recreational drug or alcohol.
- **Students suspected of drug and/or alcohol impairment by OUR CARE staff or clinical facility staff may be sent home, incurring makeup time, and required to submit to a mandatory substance abuse screening test at their own expense before continuing in the program.**
- The substance abuse screening test will be scheduled by Caregiver Training Institute within 24-hours of the reported impairment.
  - Students will be required to pay for the substance abuse screening test in full prior to it being administered.
  - Refusal to consent to a substance abuse screening test within the required timeframe may result in termination from the program, ***without refund.***
  - If the student successfully completes a required substance abuse screening test, they will be allowed to proceed in the program and into the next scheduled clinical rotation, dependent upon space availability.
  - Evidence of drug and/or alcohol impairment may result in termination from the program, without ***refund.***

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### **Post-Accident Screening Policy**

- **POST-ACCIDENT TESTING:** Any student involved in an on-the-premises accident or injury under circumstances that suggest possible impairment by drugs or alcohol in the accident or injury event may be sent home, incurring makeup time, and required to submit to a mandatory substance abuse screening test at their own expense.
  - Refusal to consent to a substance abuse screening test within the required timeframe may result in termination from the program, ***without refund.***
  - If the student successfully completes a required substance abuse screening test, they will be allowed to proceed in the program and into the next scheduled clinical rotation, dependent upon space availability.
  - Evidence of drug and/or alcohol impairment may result in termination from the program, without ***refund.***

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# CLINICAL IMMUNIZATION REQUIREMENTS & DOCUMENTATION CONSISTENT

with CDC guidelines and as set by the OHA regulations, students are required to obtain and provide documentation the following immunizations: Hep B (*Hepatitis B*), MMR (*measles, mumps & rubella*), Tdap (*tetanus, diphtheria & pertussis*) and Varicella prior to the start of their clinical rotation.

## CNA PROGRAM STUDENTS

- Students **ARE REQUIRED TO OBTAIN AND PROVIDE OHA REQUIRED IMMUNIZATION DOCUMENTATION.**

Under OHA regulations, clinical facilities that have less stringent requirements for their employees may request an exemption from specific provisions of the OHA requirements through the student's training program provider.

- ✓ has pursued obtaining exemptions from all the school's CNA program training partners.
- **COVID-19 VACCINATION REQUIREMENT:** Students must provide documentation of being **FULLY VACCINATED** against COVID-19 or a school COVID-19 vaccination exemption form. • **FLU VACCINATION REQUIREMENT:** Clinical sites **MAY REQUIRE** that CNA students obtain and provide documentation of receiving the Influenza vaccine (*Flu*) prior to the start of their clinical rotation during the flu season or during a declared pandemic. Clinical sites will notify the school of timeframe requirements.

- It is the policy of Caregiver Training Institute that **ANY REQUIRED CLINICAL IMMUNIZATION DOCUMENTATION** for students in the **CAN Programs** must be received by the school business office ***by the first day of labs, or students will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.***
  - immunity: or the first shot given in the series that is no more than 30 days old; or medically documented history of the disease.
  - ✓ **TDAP** (*Tetanus, Diphtheria & Pertussis*): documentation of TDAP within past 10 years. ✓
  - Influenza** (*Flu*): documentation of current Influenza immunization when injection is available during the flu season. Hospitals will notify the school of timeframe requirements. • **COVID-19 VACCINATION REQUIREMENT: Students must provide documentation of being FULLY VACCINATED (14 days past last required dose) against COVID-19 or a school COVID-19 vaccination exemption form.**
- It is the policy of **OUR CARE Agency** that **ANY REQUIRED CLINICAL IMMUNIZATION DOCUMENTATION** for students in the **CNA program** must be received by the school business office ***by the first day of labs, or students will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.***
  - Some acute care/hospital settings **MAY REQUIRE** that CNA students obtain and provide documentation of having health care insurance coverage prior to the start of their clinical rotation. It is the policy of **OUR CARE Agency** that if student health care insurance is required, documentation of coverage must be received ***by the first day of labs, or the students.***

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will be removed from their scheduled clinical rotation and moved to a wait list to go into the clinical setting.

## Immunization Documentation

- In the event immunization documentation is required, evidence of immunizations may be demonstrated through the following:
  - a. A document appropriately signed or officially stamped and dated by a qualified medical professional or an authorized representative of the local health department that is submitted in English on business letterhead. Documentation must include the following:
    - (1) The month and year of each dose of each vaccine received; or
    - (2) The month and year of proof of immunity to the disease via blood titer; or
    - (3) The month and year the diagnosis of the disease was confirmed.
  - b. An official record from the Oregon ALERT Immunization Information System.
    - **IMMUNIZATION EXEMPTIONS** Individual student exemptions to specific immunization requests may be possible but are dependent upon the clinical training setting.
      - a. Documentation for exemption requires a written statement of exemption signed by a licensed independent practitioner.
      - b. non-medical exemptions from immunizations are not allowed.
- **Healthcare training partners will make eligibility and clinical placement decisions.**
- In the event a student is missing or has incomplete immunization documentation required by the clinical site, or if an individual student exemption to a specific immunization is not accepted by the

clinical site, **the student will be unable to complete the program and will not be entitled to a refund.**

**their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.**

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## **ADMINISTRATIONS OF EXAMINATIONS**

### **CNA Program Testing**

- It is a condition of the program that **CNA** program students will take quizzes throughout the program as a benchmark to measure student progress in the program. **Quiz results are utilized as a study tool in a manner conducive to the enhancement of student learning.**
- At the completion of the classroom portion of the program, **CNA** program students will take a **FINAL EXAM**.
  - It is the requirement of the State Board of Nursing (MSBN) that **a score of 75% or greater on the final exam** is required to pass the didactic portion of the **CNA** Program and go into the clinical portion of the program.
  - **Students with any makeup time remaining will not be allowed to take their final exam and move forward into clinicals until all the missing time is made up.**
  - **Students who have not turned in their required clinical screening, training and immunization documentation by the first day of labs will not be allowed to take their final exam and will be removed from their scheduled clinical rotation and moved to a wait list to take their final exam and go into the clinical setting.**
  - Students will have **two (2) hours to take the final exam** and are not allowed to leave the classroom during the test.
- **FINAL EXAM RESULTS:**
  - **Caregiver Training Institute contacts students via email to notify them if they passed or failed their final exam.** Final exam scores are not included in the email.
  - **Students must pass their final before proceeding into the clinical rotation.** If a student does not pass their final on the first attempt, their originally scheduled clinical dates may not be available to them.
- **FINAL EXAM REVIEW / RE-TESTING:**
  - If students fail to pass the written final exam the first time with a score of at least 75%, **they will be given an opportunity to re-test two (2) times.** It will be a different version of the final exam they originally took.
  - **If a student fails their final exam, they will be given an opportunity to go over their test.** The student will be observed during this time and **no note taking will be allowed.** The purpose is to allow the student time to study the areas they were weak **in** and return better prepared to re-test.
    - **Students who desire to review their test or re-take their final exam will need to contact the business office to schedule an appointment no sooner than the business day following the date they initially took their final.**
    - **THE FINAL EXAM MAY ONLY BE TAKEN THREE (3) TIMES.** It is recommended that students retake the final exam a minimum of three (3) days after initially taking the final exam

to allow them time to study the areas they were weak in-and return better prepared for the retest.

➤ **Re-testing is done in the** testing site.

✓ Students may not leave the testing room during the exam.

✓ Personal items are not allowed in the testing room. *(Student purses, backpacks, jackets, cell phones, electronic devices, writing implements, etc. will be stored by office staff. ✓* Students will be asked to empty their pockets.

• **If CNA program students fail to pass the final exam on the third try, they will not be eligible to proceed into the clinical setting and will be dropped from their program, without refund.**

➤ Students will have **90 minutes to take the final exam** and are not allowed to leave the classroom during the exam.

• It is a condition of the program **that a score of 80% or greater on the final exam is required to pass the classroom portion of the CNA Program and go into the clinical portion of the program.**

• **FINAL EXAM RESULTS:**

➤ **OUR CARE** contacts students via email to notify them if they passed or failed their final exam. Final exam scores are not included in the email.

➤ **Students must pass their final before proceeding into the clinical rotation.** If a student does not pass their final on the first attempt, their originally scheduled clinical dates may not be available to them.

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## Certificates of Completion

**A Certificate of Completion will be issued upon successful completion of all requirements for the CNA, Programs.**

• It is a condition of the program that a *Certificate of Completion* will not be issued if the student has not completed the course requirements, the skills checklists, or if the school has not received the documentation required to close their student folder.

• **The program completion date will be the date that all documentation has been submitted to the school for inclusion in the student folder and all requirements have been met.**

• **OUR CARE** Agency will notify students as soon as their certificates are prepared and ready for distribution. **The school has, by law, ten (10) business days to issue a certificate when all documentation is completed for the student file to be closed.** *Students should not contact the business office after completing their program anticipating that their certificates will be ready.*

• **Certificates of Completion may be mailed or picked up at the office.** The student should inform the office prior to completion of the program if they would like to have their *Certification of Completion* mailed.

**The agency is not responsible if the certificate is lost in the mail, arrives late, or if it is damaged.**

• **Once a student's Certificate of Completion packet is issued, students may submit their application to test for certification and their payment to the MSBN.**

- Receiving the *Certificate of Completion* does not guarantee that the student will be able to pass the MSBN state testing and become a CNA in the State of Massachusetts. • Upon successful completion of all requirements for the CNA Program, OUR CARE Agency will issue a *Certificate of Completion* and submit a graduation completion list to the MNAR within two (2) weeks. The MNAR is responsible for recording students as CNAs on the MNAR registry.

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## **ATTENDANCE POLICY**

### **Program Attendance Requirements**

- MNAR REGULATIONS REQUIRE 100% MANDATORY ATTENDANCE FOR ALL CLASSROOM, LAB AND CLINICAL SESSIONS.
  - Students are expected to attend and to be on time for all classroom, skills labs, and clinical sessions.
    - **ATTENDANCE IS RECORDED DAILY, AND MISSED TIME IS CUMULATIVE.**
  - **ALL MISSED TIME MUST BE MADE UP.** Students are responsible for making up all missed time, including partial day absences, full day absences, and being tardy.
  - Because all time is mandatory under OSBN regulations, **MISSING ANY TIME**, including being late or leaving early, can result in not accumulating enough time for a student to move forward in their training program, and **WILL DELAY AND MAY PREVENT STUDENTS FROM COMPLETING THEIR PROGRAMS.**
    - Prior to registering, students should make every effort to make all necessary arrangements to be able to attend all sessions (pre-arrange schedules with their employer, schedule back up childcare, etc.).
    - If a student anticipates that they will need to be absent for multiple days for any reason during their preferred program schedule, they are strongly encouraged to select another schedule that will not impact their attendance.
  - **Some examples of occurrences that may cause a student to miss time in their program and incur make-up time include, but are not limited to:**
    - Arriving late, leaving early, returning beyond the time allowed for breaks or lunch; Unscheduled breaks, including leaving the classroom or clinical to answer or make a call; Unplanned dental or doctor appointments.
    - Family emergencies.
    - Childcare issues.
    - Caring for a sick child.
    - Being ill, injured, or under doctor restrictions that prevent participation in the program, Conflicting work schedules.
    - Conflicting school schedules.
    - Traffic delays.
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- Hazardous weather conditions.
  - Scheduled vacations.

- Being sent home for failure to comply with school dress code/appearance standards, failure to comply with student behavior and code of conduct policies, etc.
- **Understanding that emergencies and extenuating circumstances may unexpectedly impact student attendance, on specific occasions Caregiver Training Institute will allow students attending the didactic classroom portion of their program on campus the opportunity to attend their class virtually so that they can avoid missing class and incurring make-up time.**

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### Consequences of Missed Time

- **Students are responsible for all material covered in their absences, making up missed time, and for the academic consequences of their absences.**
  - Students with makeup time remaining from the class/lab portion of their program **will not be allowed to take their final exam** and proceed into clinical until all the missing time is made up.
  - Students with makeup time remaining from clinical **will not be eligible to complete their program until all the missing clinical time is made up.**
    - Students who must wait for makeup time to complete their program **risk having their programs delayed, or not being able to complete their programs within the required MNAR timeframe.** ➤  
In compliance with **MNAR** regulations, all NA-1 and MA students must successfully complete the clinical portion of the program no later than 120 days following the last date of classroom instruction.
  - It is a condition of the program that CNA students must successfully complete the clinical portion of the program no later than 120 days following the last date of classroom instruction.
  - Students who do not meet the attendance requirement and fail to complete their program within the MNAR regulation required timeframe will be dropped from their program, *without refund*.

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### Program Makeup Policy

- **MAKEUP TIME IS ARRANGED THROUGH THE SCHOOL BUSINESS OFFICE.**
  - Students will be contacted by the business office Student Services Coordinator and Clinical Coordinator to review makeup options and schedule makeup time.
  - **Students should never contact their instructors or call the clinical facility regarding missed time, tardiness, or scheduling makeup time.**
- **MAKEUP TIME IS NOT GUARANTEED AND MAY NOT OCCUR IN A TIMELY MANNER.** •  
**The availability of makeup time is impacted by several factors:**
  - The availability of openings in other regularly scheduled classes.
  - MNAR regulations that set student-instructor class ratios and specify how missed time must be made up.

- OCIHS employment regulations, which preclude makeup time being scheduled during break or lunch periods.
- All makeup time must be attended under the supervision of an MSBN-approved instructor at **OUR CARE Agency**.
  - **WHEN AVAILABLE, MAKEUP TIME IS OFFERED AT NO ADDITIONAL COST.**
  - **Classroom Time Makeup**
  - **Students who are absent or tardy must make up the time they missed in class in 10-minute intervals on campus.**
  - Students may be provided with a video recording of the class they missed and/or assigned the program material they need to review during their makeup session to meet program required hours of didactic instruction.
  - **Lab makeup time will be offered at the school as follows:**
  - Students will be assigned lab makeup time in a scheduled classroom lab to meet program required hours of lab instruction.
    - Missed lab time is made up in 10-minute intervals on campus.
  - Lab makeup openings are dependent upon availability, time-sensitive, and students may only receive a few hours' notice in advance of an opening.
  - **Clinical Time Makeup**
    - This makeup option is very limited, and dependent upon availability.
  - **Students who are absent or tardy during clinicals must make up the time they missed in clinical for an entire day in a different available clinical facility in a program cohort with openings.**
  - In the event students have partial clinical hours remaining to be made up, the additional makeup time will be scheduled at the beginning of an available clinical and the student will leave at the beginning of an appropriate break period. Prior to training as **CNA**, all students will be expected to commit themselves and sign statements that they have received Massachusetts DHS Criminal History requirements / policies and that they have received, reviewed and agree to adhere to all the rules, regulations, policies, terms and conditions as set forth by **OUR CARE**, LLC, the **MNAR**, and the OHA, as listed in all school enrollment materials. All students will receive a copy of the Nurse Aide Training Reimbursement form SDS 0451B. All students will sign an enrollment agreement and financial disclosure statement, criminal background check authorization forms, substance abuse test consent form, a statement certifying to their good health and ability to fully participate in their selected training program, and a statement of acknowledgement and understanding of MNAR and OHA regulations, and **OUR CARE** Agency program policies and rules, that detail student admission requirements, eligibility criteria, program completion requirements, and behavioral expectations. Prior to the clinical rotation, all students will sign statements on confidentiality, and abuse & neglect reporting, a code of conduct acknowledgement, a clinical agreement form, and a waiver/indemnity release. Any violations will subject a student to immediate dismissal from the program, *without refund*. Reapplying to **OUR CARE** training programs will be up to the discretion of the Program Director.

## Code of Conduct

The Caregiver Training Institute's policy is to provide the best educational experience possible for students to be prepared for the medical field and have a good solid foundation for their future in the field of medicine. The classroom should be a learning centered environment in which faculty and students are unhindered by disruptive behavior. We believe that a student's choice of interaction as a student with cohorts and instructors, as well as the performance in the clinical rotation, is a direct indication of how a student will interact with co-workers and future patients.

- **Students are held accountable for their actions and need to adhere to behavioral and code of conduct expectations. Students must exhibit professional behavior in the business office, classroom, lab, and clinical.** Students must treat their instructors, business office staff, facility staff members, and fellow students with respect and courtesy. *Any demonstrated instances of foul language, threats of harm, confrontational behavior, harassment, fraud, dishonesty, misrepresentation, challenging an instructor's authority, or antagonistic comments to or about anyone can be reason for a student to be dismissed from the program, without refund.*
  - **Students must commit to being aware of and comply with all Caregiver Training Institute policies and clinical facility rules.** School policies and clinical rules are covered during information sessions and on the first day of class and clinical. *It is the responsibility of any student who is not clear about what is expected of them during their training to contact the school business office for clarification of school policies and rules.*
  - **Students agree that cheating in all forms is against the rules.** The school has a no tolerance policy on cheating. *If caught cheating, students will be terminated from the program immediately, without refund.*
    - **Students agree to be on time and attend their class/clinical as scheduled, and to return punctually from scheduled meal periods and breaks.** Being late and/or leaving early hinders the learning process for everyone and may result in the student incurring makeup time.
    - **Students agree to limit any unscheduled breaks, and to make and return calls during scheduled breaks periods only.** *Leaving the classroom or clinical to answer or make a call, except during scheduled break times, is prohibited and may result in the student incurring makeup time.*
  - **Students agree to comply with school cell phone and electronic communication equipment policies.**
    - Cell phones, smart phones, and other electronic devices must be kept off or in silent mode during instructional time, *unless incorporated as part of the training program as a learning platform and with the permission of the instructor, as a learning aid, for testing, or in structured group learning activities.*
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- Cell phones are typically frowned upon in the clinical, and may be prohibited, depending on facility policy.
    - Students can use their cell phones and other electronic communication equipment during non-instructional school time (scheduled lunch periods and breaks), and as an aid during structured group activities with the instructor's permission.
  - **Students understand, and agree, not to use social media inappropriately during their training programs.** Please be aware that it is a **HIPAA VIOLATION** to post any information about a facility or facility residents; to take photos of a facility or facility residents; or to post photos of a facility or facility residents on social media sites such as Facebook, Twitter, Instagram, Snapchat, etc. Such

actions could result in a fine of up to \$10,000 and/or prison time and will result in a student's immediate dismissal from their program, without refund.

- **Students agree to comply with the school appearance and dress code standards.** All students must maintain a clean, neat, and professional appearance and wear the required uniform and footwear. *Students who fail to present a professional appearance and adhere to school appearance and dress code policies may result in the student being sent home and incurring makeup time.*
- **Students agree to take responsibility for their education, demonstrating a willingness to listen, participate, and do the work necessary to pass the course.** Students need to commit to fully participating in the classroom, labs, and the clinical rotation, actively and repeatedly practicing required skills with the goal of successfully passing the state boards and achieving certification through the MSBN. *Any refusal to participate by the student, or arguments with the instructor, can lead to dismissal from the program, without a refund.*
- **Students understand, and agree, that they must give themselves the opportunity to succeed, and that doing homework, and coming to class/clinically prepared, is part of this opportunity.** Students who have not completed their assigned homework disrupt classroom learning by asking questions that could have been answered through their assignments. Students who forget common classroom supplies such as a pen and paper, or don't bring their books or medical equipment etc., waste class time.
  - **Students understand that the instructor is there to help them succeed and agree to ask for help when they need it.** When asking questions, or making comments, students should keep them related to the discussion at hand. *If a student dominates the class time with too many questions and/or comments, it can derail the instructor's presentation of the material to be covered that day and preclude other students from participating in classroom discussions.*
- **Students agree to not hold private conversations during the lecture portion of the class/clinical time.** Talking during the instruction time is distracting to other students and detrimental to the learning. *Students disrupting classroom/clinical instruction may result in the student being sent home and incurring makeup time.*
- **Students agree to come to class/clinical unimpaired by any recreational drug or alcohol.** Suspicion of drug and/or alcohol abuse use may result in the student being required to submit to a mandatory drug screening test at their own expense before continuation in the program. *Evidence of drug and/or alcohol impairment may result in termination from the program, without refund.*

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### **Abuse and Neglect Reporting**

It is the policy of **OUR CARE IN HOME SERVICES**, LLC to ensure all residents remain free from verbal, sexual, mental and physical abuse, neglect and corporal punishment, misappropriation of property or funds and involuntary seclusion. All **OUR CARE IN HOME SERVICES** staff members and students are mandatory reporters of potential, real or suspected resident abuse or neglect. **Failure to report potential, real or suspected abuse or neglect is grounds for immediate termination, without refund.**

#### **Definitions:**

- **Neglect** – Failure (through action or inaction) to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness to a resident, or a serious disregard of consequences that may result in a clear and present danger to a vulnerable adults' health, welfare, or safety.

- **Abuse** – The willful infliction (through action or inaction) of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish. Abuse includes sexual abuse, mental abuse, physical abuse, and exploitation of a vulnerable adult.
- **Injuries of unknown source** – An injury should be classified as an “injury of unknown source” when both following conditions are met:
  1. The source of the injury was not observed by any person, or the source of the injury could not be explained by the resident, and
  2. The injury is suspicious due to the extent of the injury, or the location of the injury (e.g., the injury is in an area not generally vulnerable to trauma), or the number of injuries observed at one particular point in time, or the incidence of the injuries over time.
- **Misappropriation of resident property** – The deliberate misplacement, exploitation, or wrongful, temporary, or permanent use of a resident’s belongings or money, without the resident’s express consent.

**Procedures:**

- Students will receive resident abuse and neglect education and prevention training within the program. **This education is mandatory for all students.** Training will be completed as part of the classroom portion of the program prior to the clinical rotation. Clinical instructors will reinforce all abuse training.
- Students and staff are required to report any incident of real, suspected, or potential resident mistreatment, neglect or abuse, including injuries of unknown origin, or misappropriation of property to the clinical instructor and then to the Director of Nursing and/or the Administrator immediately. The staff will be notified so that they may assess the situation to ensure the safety of the residents.
- Once the resident’s safety is addressed an investigation will be completed by the nurse and the clinical instructor. The student who reported the incident will assist with the investigation as needed.
- The instructor/preceptor will assist the student in reporting if the student comes to the instructor with information on potential, suspected or real abuse.
- **When to call law enforcement:** Nursing Assistants must follow the chain of command in reporting abuse – they do not report directly to legal authorities. Immediately report suspected sexual assault and/or physical assault to the charge nurse or person in charge of the facility at that time. **Reporting abuse is not an option – IT IS THE LAW.** If action is not taken by a facility supervisor, then you are required to go up the chain of command until action is taken. If no appropriate action is taken at the facility level, call 911 or 1-800-922-2275, the statewide hotline to report abuse or neglect of any adult or child to the Massachusetts Department of Human Services (MDHS); or call APS/Adult Protective Services – 617-624-6000.
- **What to include in the report:** Name of the victim, address of the facility, phone number, charge nurse’s name and name of perpetrator, if known.
- **Immunity & Confidentiality:** The identity of the person making a report in good faith or testifying about abuse or neglect is held confidential unless the report is made to law enforcement, or there is a judicial proceeding, or the reporter consents to have their identity revealed.
- A final note – false reporting is a crime. It is a misdemeanor to make a false report or a report in bad faith and the person may be charged.

**Examples of abuse and/or neglect include but are not limited to the following:**

- Physical abuse – striking, hitting, kicking, biting, restraining someone against their will.
- Verbal abuse – name calling, cursing, mocking, talking harshly, yelling, obscenities, racial

epithets, swearing – any of the preceding when directed toward a resident. Also, mental cruelty such as laughing at the resident or teasing.

- Misappropriation of funds or property – taking or borrowing money or personal items from a resident.
- Corporal punishment and/or involuntary seclusion – closing the resident in the room against their will and/or isolating them from others unless harm is done (that is physical abuse).
- Not following the care plan as outlined (i.e. – not applying a safety device and the resident falls).
- Not reporting suspected or actual abuse or neglect.

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## **COMMUNICATION POLICY**

- To meet the academic and administrative needs of the school, **OUR CARE** Agency has established **EMAIL AS THE OFFICIAL AND PRIMARY MEANS OF COMMUNICATING** "official" school business to all its' students, enrolled and pre-enrolled.
- "Official" communications are any timely notifications that will positively or negatively impact a student, such as: student record status; financial /sponsorship status; academic progress status; final exam scores; program completion status; attendance/make-up status; conduct/disciplinary status; etc.

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#### **OUR CARE IN HOME SERVICES OFFICIAL EMAIL ADDRESS IS:**

[ourcareinhomecareservices@gmail.com](mailto:ourcareinhomecareservices@gmail.com)

- **OUR CARE IN HOME SERVICES reserves the right to notify students via email when any action on the student's part may be necessary. Information will be communicated to students via their provided email address.**
  - **Students are responsible for providing the school business office with a current email address, phone number, emergency contact number and home address. *Students must immediately***

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*notify the school of any changes or updates to their contact information throughout their training program.*

- **Students are responsible for checking, reading, and responding to their emails and voicemails daily to stay current with school-related communications.**
- **Students have the responsibility to recognize that certain communications may be time critical. *Failure to read and react to Caregiver Training Institute communications in a timely manner does not prevent the student from knowing and complying with the content of the communications.***
- **Reported technology issues do not prevent students from responding to official communications sent to their provided email address. *Missing emailed notifications or deadlines as the result of email communication errors due to students providing an incorrect or inactive email address, having insufficient mailbox space, the student's forwarding or redirecting of emails, or emails being returned to school for any reason are not the responsibility of Caregiver Training Institute.***

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## ELECTRONIC DEVICE USE POLICY

- Students are expected to comply with the acceptable use policies for all personal electronic devices.
- It is the policy of **OUR CARE Agency** that cell phones, smart phones, and other electronic devices **must be kept off or in silent mode during instructional time**, *unless incorporated as part of the training program as a learning platform, or with the permission of the instructor, as a learning aid, for testing, or in structured group learning activities.*
- Students are required to turn off and store cell phones in a book bag, backpack or purse during exams, quizzes, and test review sessions. *They may not be placed on classroom tables, desktops, or on an individual's lap.*
  - Leaving the classroom to answer or make a call, except during scheduled break times, **IS PROHIBITED** and may result in the student incurring makeup time. Students must inform the instructor in advance if there is an urgent or emergency issue requiring them to keep their phone on or to leave the classroom outside of scheduled break periods for a phone call.
- The use of cameras, camera phones and video or audio capable devices **IS PROHIBITED** in the classroom or clinical environment without advance permission.
- The use of cell phones and electronic devices are typically frowned upon in the clinical environment, and **MAY BE PROHIBITED**, dependent on facility policy. It is a **HIPAA VIOLATION** to electronically record any information, photos or videos of a facility or facility residents and post them on social media sites. Such actions could result in a fine of up to \$10,000 and/or prison time and will result in a student's immediate dismissal from their program, *without refund.*
  - Students with a diagnosed disability or exceptional needs who require electronic devices to complete tests/mid-term examinations/final examinations, must present the Program Director with the appropriate paperwork from Disability Services prior to the start of their program to work out an accommodation for the use of otherwise prohibited electronic devices in the classroom environment. Any distribution of materials is prohibited.

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## FACILITY USE EXPECTATIONS POLICY

- **BE RESPECTFUL OF PROPERTY** - Students are expected to respect the property of **OUR CARE Agency**, and **WINDSOR SKILLE NURSING** facility partners, agency employees, fellow students, and all other individuals. **Students responsible for defacing, damaging, or destroying property will be assessed the cost of any damages incurred.** If caught stealing, students will be terminated from the program immediately, *without refund.*
- **PROMOTE CLASSROOM SAFETY** - Students are responsible for their part in maintaining a safe supportive classroom environment through their compliance with **OUR CARE IN HOME SERVICES** rules that monitor and limit access to the school. All visitors entering and leaving the classroom are required to check in and out at the business office.
- **GATED ACCESS** – The **OUR CARE Agency** is in a business complex. The entrance to the school is on 141 Route 6A Room 3 Sandwich, MA 02563. The front door to the parking lot will be open.
- **PARKING** – **OUR CARE Agency** students and visitors may park in any parking slots in the parking lot.

- **SMOKING - Smoking is not permitted on campus, or on any exterior walkways or balconies.**  
Students may smoke a minimum of ten (10) feet away from the building during scheduled breaks in compliance with state and local smoking regulations. **All cigarette butts must be properly disposed of in the available disposal canisters. DO NOT** throw cigarette butts on the ground, in the parking lot, or in landscaped areas.
- **STUDENT lunch/break periods.** refrigerators, microwaves, Sink is available in the classroom. Students are welcome to fill their personal water bottles with water from the bottled water cooler. Food and/or beverage items stored in the refrigerators should be labeled with the student's name and date. Refrigerators are cleaned out on a weekly basis and **OUR CARE AGENCY** is not responsible for any items that may be lost or disposed of.
- **BE COURTEOUS - Students are responsible for cleaning up after themselves in the student lunch area so that it is ready for use by the next group of students.** Trash and left-over liquids/food remnants should be disposed of in the designated trash cans, any recycling items in the designated recycling containers. Paper towels are available for wiping up spills and crumbs on tables, cleaning out microwaves, etc.
- **ACT RESPONSIBLY - Students are required to assist with clean up after class and labs and follow all posted Classroom / Lab Rules. Classrooms should be ready for use by the next group of students.**
  - Assist the instructor with neatly putting away supplies in their designated containers in the classroom supply cabinet(s) at the end of lab.
  - Make the beds properly, with mannequins placed under the covers.
  - Dispose of trash in the designated trash cans, and recycling items in the designated recycling containers.

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## DISMISSAL & TERMINATION POLICY

### Voluntary

- A student may leave the program voluntarily at any time.
- Program cancellation and refund policies apply to reimbursements for all voluntary terminations.

### Involuntary

- Students will be terminated from the program, without refund, due to refusal to follow/Agency CNA training policies, cheating, fraud, dishonesty, misrepresentation, failure to perform and meet or comply with attendance requirements, suspicion of drug or alcohol use, unacceptable behavior, or conduct that is unbecoming of a CNA.
- **Under no circumstances will a student be reimbursed when a student is involuntarily terminated from the program.**
- Per MNAR administrative rules, all CNA students must successfully complete the clinical portion of the program no later than four (4) months following the last date of classroom instruction. Students who fail to comply with this regulation will be terminated from the program, without a refund.  
complying with this regulation will be terminated from the program, without a refund.

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## APPEAL & COMPLAINT POLICY

If students have a concern about any aspect of their experience, they may follow our appeal / complaint process to seek resolution or be heard.

## Informal Complaint Resolution

- The first step should be to try to resolve the issue(s) informally. If a student's complaint is about an instructor or specific staff member at the school, please discuss the issue with them directly. Many issues can be resolved with a simple meeting.

## Formal Appeal & Complaint Process

- If student attempts to resolve the issue(s) informally have failed, they have the option to submit a formal written request to the business office addressed to the Program Director requesting a meeting to discuss their situation.
- If students feel they have been unjustly treated; if they want to reschedule or transfer into another class/program once they have already started their program; or if they want to appeal being suspended or dropped from their program, students may submit a written appeal to the Program Director for further review.
- All written appeals will be investigated and addressed as soon as possible. ***Exceptions to agency policies are only granted in rare circumstances, and only when all student procedures and requirements are followed.***

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## Contact the MNAR

- If your attempts to resolve the issue(s) formally at the school have failed and you feel you have been treated unjustly, you have the option to file a complaint with the Massachusetts Nursing Aide Registry (MNAR) using the following link:

<https://www.mass.gov/how-to/access-the-nurse-aide-registry>

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## STUDENT FEEDBACK POLICY

It is the goal of the **OUR CARE** Agency and staff that all our students are satisfied and enriched with the quality of education they receive at the school. It is our hope that our students will move onward into a satisfying and rewarding career, and we have played a part in their success.

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## Student Program Evaluations

Program evaluation forms are offered to registered students of classes taught at **OUR CARE** Agency at the conclusion of their programs. All program evaluations are voluntary and completely confidential. They are a great place to share information about your educational experience with a

program (*quality of instruction, classroom climate, clinical experience, and Agency/ office staff*). We are always working on improving our services and the student experience, so if you have a suggestion for us, please be sure to share it on the program evaluations.

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## **Compliments and Recognition**

We would also love to hear from you about what we did well! The best way to compliment or recognize a OUR CARE Agency or staff member, or to highlight a positive experience you had at the program, is to share it Online (*Facebook, Instagram, indeed, Google, LinkedIn, Yelp, etc.*), or to provide signed and dated written feedback to front office staff, who will share your input on our Facebook page.

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## **STUDENT RECORDS**

- Student records are the property of **OUR CARE IN HOME SERVICES** and are kept for seven (7) years.
- All documents in the student folder are legal documents.
- A student may review their student file by submitting a written request to view their file.  
*The office requires 24-hours' notice.*
- Copies of student final exams, answer sheets, and skills sheets will not be given to students at any time.
- Students do not pay a fee for copies of their instructor classroom/clinical evaluation sheets; immunization record(s); payment receipts; or certificate of completion.