

# New Chapters in Healthcare Education

## *Nursing Assistant Certified Course Catalog*



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Workforce Board, 128-10<sup>th</sup> Ave. SW, Box 43105, Olympia, Washington 98504  
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## 1.0 New Chapters in Healthcare Education Overview

### 1. Mission

New Chapters in Healthcare Education seeks to infuse the healthcare setting with professionals who are equipped to provide compassionate, competent, holistic, individualized care to every vulnerable person they serve.

### 2. New Chapters Contact Information

New Chapters Physical Location:

320 W. Spofford Avenue  
Spokane, WA 99205

Physical Address/Mailing Address:

320 W. Spofford Avenue  
Spokane, WA 99205-4750

Phone:

509-847-5202

Email:

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

Website:

[www.newchapterseducation.com](http://www.newchapterseducation.com)

### 3. Owner

Peggy Klingeman, LPN  
[newchapterseducation@gmail.com](mailto:newchapterseducation@gmail.com)

### 4. Faculty and Staff

Executive Director/Owner/Instructor: Peggy Klingeman, LPN  
Program Director/Instructor: Josh Howie, RN, BSN  
Administrative Director: Carlee Howie, MPA

## 1.5 Nursing Assistant Certified Program Description

The New Chapters' Nursing Assistant Training Program is focused on professionalism, quality of care, and the importance of exceptional clinical skills.

New Chapters is currently offering the following Nursing Assistant Certified Training courses:

- 1) **Nursing Assistant Certified Training Program**
- 2) **Nursing Assistant Alternative "Bridge" Program**

Both programs are commissioned by Washington State Department of Health.

1.5.a **Nursing Assistant Certified Training Program**

The nursing assistant training program consists of 120 hours.

The first phase of the program, the preclinical phase, is made up of classroom lecture, discussion, videos, and projects, seven hours of HIV/AIDS education and certification, CPR/First Aid education and certification. Successful completion of all student work, as well as written and practical exams, will allow a student to move into the clinical experience phase of their training.

The clinical experience phase of the program consists of 40 hours of clinical experience at a healthcare facility working with patients or residents. During this phase of the program, students will be required to meet a list of clinical objectives for course completion. Students will be supervised at all times by a New Chapters State approved Licensed Nurse while at the clinical facility.

Upon successful completion of the clinical experience, students will receive a New Chapters' certificate of completion and will then be eligible for the Washington State Nursing Assistant Certification Examination.

1.5.b **Nursing Assistant Alternative "Bridge" Program**

The Nursing Assistant Alternative "Bridge" Program is designed for the Home Care Aid Certified. The curriculum is 24 hours total and is taught over a three-day period. The course equips students with the Nursing Assistant Certified standards of practice and competencies not taught in the 75-hour Home-Care Aid Training.

The first day of the course is primarily classroom lecture, discussion and group work. Most of the second day is spent in the lab practicing clinical skills. The third day is the clinical experience at a skilled nursing facility.

After the successful completion of all student work (assignments, written work and practical exams) and the clinical experience, students will receive a New Chapters' certificate of completion and will then be eligible for the Washington State Nursing Assistant Certification Examination.

**2.0 Academic Calendar**

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- 2.1 Hours of Operation:  
The administrative hours of New Chapters are determined by the Nursing Assistant Certified training schedule: Thirty minutes before the start of class, during class hours, and thirty minutes following class an administrator will be available at the physical location. New Chapters staff will respond to all inquiries by phone, email or website in a reasonable time frame. New Chapters staff will also be available to meet at the physical location as needed.
- 2.2 Holidays:  
New Chapters in Healthcare Education will be closed for the following holidays:
- Memorial Day
  - Independence Day
  - Labor Day
  - Veteran's Day
  - Thanksgiving
  - Christmas Eve
  - Christmas Day
  - New Year's Day
- 2.3 Enrollment Periods:  
Enrollment occurs on an ongoing basis, but notice is needed at least two weeks prior to a course's start date.
- 2.4 Beginning and end dates of terms:
- 2.4.a. **Nursing Assistant Certified Training Program classes** will be offered approximately every month and will last approximately three weeks.
  - 2.4.b. **Nursing Assistant Alternative "Bridge" Program classes** will be offered approximately once a month.

**Please check the website to verify class beginning and end dates.**

### 3.0 Nursing Assistant Certified Training Program

#### 3.1 Program Overview

The program is divided into three main sections: theory, clinical lab, and the clinical experience.

The total number of hours in each section is:

Theory	60
Clinical Lab	20
Clinical Experience	40

There are 60 hours that make up the theory section. These hours are delivered in the classroom through lectures, discussion, videos, and assignments. After passing a written exam on day 10, the student is able to proceed to the clinical experience.

The second section of the program, clinical lab, prepares students in a simulated lab environment to pass a New Chapters skills exam on Day 9. There will be a minimum of 20 hours of clinical lab skill practice before taking the skills exam, which simulates the NNAAP examination. The skills exam and the lab section of the program is pass/fail. A pass grade must be obtained before entering the clinical experience phase of the program.

The clinical experience is the third section of the program. Formal clinicals begin on Day 13 and are executed in a care facility. There are 40 hours of clinical experience in the field. This portion of the program is pass/fail.

### 3.2 Program and Curriculum Objectives

The New Chapters Nursing Assistant Training Program seeks to prepare students for Nursing Assistant Certification through the Washington State Department of Health. The curriculum will prepare you to provide compassionate, competent, holistic care to vulnerable persons and will equip you as a member of a care team to work toward the best quality of life for every individual you serve. Upon completion of the program, you will be equipped to join care teams in many settings, not only long-term care.

The curriculum is designed to:

1. Meet the Department of Social and Health Services, Aging and Disabilities Services Administration and the Department of Health Nursing Care Quality Assurance Commission agencies requirements and compliance with Federal Codes 42 CFR 483.151-154, RCS 18.88A and WAC 246-84.
2. Provide learners with an understanding of their vital role on the care team by:
  - a. Clearly defining and developing core competencies
  - b. Gaining an understanding of patient care settings and other care team members
3. Equip learners to provide skilled care in a variety of work settings
4. Promote a "humanistic" perspective that recognizes individual needs and unique care plans for each patient
5. Offer professional development to prepare students to apply for and to secure employment

The following core topics will be covered in the curriculum to meet the desired objectives:

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- The health care system
- Who is the Nursing Assistant?
- Professionalism
- Job seeking skills
- Legal and ethical issues
- Communication skills
- Infection Control-HIV/AIDS training
- Safety (the patient, the environment, the caregiver)
- First Aid/CPR-Emergency care
- Basic patient and resident care
- Death and dying
- Structure and function of the human body
- Caring for people with special needs—
  - Rehabilitation
  - Developmental Disabilities
  - Mental Illness
  - Dementia
  - Cancer
  - HIV/AIDS
- Home health care

### 3.3 Tuition and Fees

#### 3.3.a Tuition

Tuition for the New Chapters Nursing Assistant Training Program is \$850.00.

This cost includes the following: New Chapters Nursing Assistant Training program education, the registration fee (\$75.00), course materials, HIV/AIDS certification, CPR/First Aid certification, professional resume building, 2-Step TB test, criminal background check, school uniform and an identification badge.

#### 3.3.b Other Costs

Students will be responsible for the following other costs :

Full set of scrubs ( <i>any kind</i> )	\$30.00 ( <i>unless you own a set</i> )
Nursing Assistant Registration	\$48.00 ( <i>optional</i> )
Nursing Assistant Certification	\$48.00
NNAAP Examination	\$110.00
Food Worker Card	\$10.00
Total other costs:	\$246.00

#### 3.3.c Explanation of other costs

The Nursing Assistant Registration application fee is \$48.00 and is sent to the Department of Health after the successful completion of

the HIV/AIDS education portion of the training. Once received by the Department of Health the applicant is given a “pending” status in the system, which expedites the process of becoming a NAC and allows you to work for 120 days before finishing the NAC process.

The Nursing Assistant Certified application has a \$48.00 fee and is sent to the Department of Health at the same time as the NAR application. Once you complete the training program New Chapters will fax your completion certificate to the Department of Health. You will notify the Department of Health when you receive a successful “pass” after taking the NNAAP written and skills exam, which brings you up in the system as an official NAC.

New Chapters is an in-facility testing site for NACES (the testing organization contracted with the Department of Health). When your course is completed, New Chapters electronically submits verification that you are eligible to take the Washington State Nurse Aid Exam. You are given a test site code to register on-line for the exam. The cost of the exam is \$110.00. You will test at New Chapters on the equipment you are familiar with and with the students you know. You also have the option to test at a regional testing facility and New Chapters staff will assist you in completing the process if needed.

Proof of a valid Washington State Food Worker Card is required before the end of the class. This requirement reflects our commitment to professional development and having our students ready for employment.

All students must have their 2-step TB certificate on file by the end of the 2<sup>nd</sup> week. New Chapters will administer the test at no additional cost.

All students must have their criminal background check completed by the end of the first week of the program. The criminal background check will be taken care of by New Chapters at no additional cost.

- 3.3.d Tuition Assistance/Student Loans and Payment Plans  
New Chapters is not able to offer financial assistance or payment plans.

#### 3.4 Program Policies and Standards

- 3.4.a Program Admissions Policy  
Prospective students must have either a High School Diploma or General Educational Development (GED) certificate in order to be admitted or pass an Ability to Benefit Test. Prospective students must

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also have adequate English language proficiency as evidenced by one of the following (see WAC 490-105-140):

- i. A high school diploma from a high school where English is the official language; or
- ii. A General Educational Development (GED) certificate in English; or
- iii. A passing score on the Test of English as a Foreign Language, or the International English Language Testing System or a similar language proficiency exam; or
- iv. A satisfactory evaluation of the applicant's foreign course work that has been produced by a reputable organization specializing in such evaluations; or
- v. A passing score on an Ability to Benefit test.

Prospective students must pass a background check prior to the clinical experience. A criminal record does not necessarily disqualify you from the CNA training program but may interfere with clinical experience placement and future job opportunities. New Chapters will work with students who have a criminal record on a case-by-case basis.

Prospective students are required to have a negative 2-Step TB skin test within the last 24 months or provide a negative chest x-ray.

Prospective students must be physically able to perform the duties of the Nursing Assistant. These duties include and are not limited to: lifting, moving and transporting of patients.

New Chapters encourages diversity and accepts applications from all minorities. New Chapters does not discriminate on the basis of 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. New Chapters school acknowledges that information pertaining an applicant's disability is voluntary and confidential, and will be made on an individual basis. If this information is presented, New Chapters will reasonably attempt to provide an accommodation to overcome the effects of the limitation of the qualified applicant. All inquiries about accommodations should be made to the admissions administrator upon registration of the program; some programs require medical documentation because of the rigors of curriculum.

### 3.4.b Student Evaluation and Program Requirements for Passing

Students will be evaluated in the following core areas:

- 1. Theory**
- 2. Clinical Skills**
- 3. HIV/AIDS**
- 4. CPR/First Aid**
- 5. Attendance**

The evaluation methods and program requirements for each area are as follows:

1. **Theory**

Quizzes and Exams

Students will be given quizzes to benchmark progress in each unit. Students will also be given a final exam at the completion of theory instruction.

The grading scale is as follows:

100-90%=A

89-80%=B

79-70%=C

69-60%=D

59% or below=F

A passing theory grade will be based on the average score of all quizzes, which must be 70% or higher, and the score of the final exam, which must be 70% or higher. A student must have a passing grade, on quizzes and the final exam, to proceed to the clinical learning experience.

A student that fails to meet a passing grade will be required to complete remedial training with the course instructor and complete additional quizzes and/or final exam. Students must receive a 70% or higher on retake quizzes and/or exams to receive the certificate of completion.

Class and Clinical Assignments

Students will be given research, homework, and clinical assignments to complete throughout the program. All assignments must be thorough and complete as determined by instructor review. Students failing to complete all assignments will not receive their certificate of completion from the program.

2. **Clinical Skills**

Students will be required to pass a clinical skills test before proceeding to the clinical learning experience. The clinical skills test will include 10 skills from the 22 skills from the National Nurses Aid Assessment Program examination. The 10 skills will be randomly selected by the instructor prior to the exam and will be administered by the instructor. All 10 skills must be demonstrated correctly for a "pass" grade.

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### 3. **HIV/AIDS Education**

After completing seven hours of HIV/AIDS education, students will be given an exam. Students must pass the exam with 70% or higher, using the same grading scale described above, to receive a 7-hour HIV/AIDS Education Certificate and to proceed to the clinical learning experience.

### 4. **CPR/First Aid Certification**

After completing CPR/First Aid education, students will be given an exam. Students must successfully complete the skills test and pass the CPR written exam with a grade of 84% or higher to receive certification and proceed to the clinical learning experience.

## 3.5 Tuition Refund Policy

New Chapters will refund all money if your application is not accepted. New Chapters will refund all money if the course is cancelled by New Chapters. New Chapters will refund all money, except the registration fee, if student requests to be removed from the program on or before the 1<sup>st</sup> day of class. The registration fee is the money to process your application and prepare for your program needs. If a student requests to withdraw from the program AFTER the 3<sup>rd</sup> day, there is a not a money refund guarantee.

If training is terminated after you enter classes, New Chapters will retain the registration fee plus a percentage of the total tuition, as described in the following table:

If student completes this amount of training:	New Chapters will keep this amount of tuition ( <i>plus the \$75.00 registration fee</i> ):
Two Days	\$77.50 (10%)
Four Days	\$194.00 (25%)
Eight Days	\$388.00 (50%)
Nine or more days	\$775.00 (100%)

If a student completes and is awarded the following certifications, the below fees will be retained in addition to the percentage of the total tuition:

HIV/AIDS 7-Hour Certification:	\$75.00
AHA First Aid/CPR Infant, Child, Adult:	\$45.00

When calculating refunds, the official date of your termination is the last day of recorded attendance, or the date New Chapters received notification of the student's intention to discontinue the training program, or the date the

student is terminated because of a violation of published policy. All refunds will be paid within thirty calendar days of the official termination date.

#### **4.0 Nursing Assistant Alternative “Bridge” Program**

##### 4.1 Program Overview

The program is 24 hours in length over the course of three eight-hour class days. The program is divided into three main sections: theory, clinical lab, and the clinical experience.

The total number of hours in each section is:

Theory	8.25
Clinical Lab	7.75
Clinical Experience	40

The 8.25 hours that make up the theory section are delivered in the classroom through lectures, discussion, videos, and assignments on Day 1. A written exam is given the morning of Day 2 to conclude the theory portion of the course.

The second section of the program, the clinical lab, prepares students in a simulated environment to pass a New Chapters skills exam. Most of Day 2 is spent in the clinical lab and the skills exam, which simulates the NNAAP examination, is given at the end of Day 2.

The clinical experience is Day 3 of the program. Students will spend eight hours at a care facility practicing the skills needed for the NNAAP examination.

##### 4.2. Program and Curriculum Objectives

The New Chapters Nursing Assistant Alternative “Bridge” Program seeks to prepare students for Nursing Assistant Certification through the Washington State Department of Health. The curriculum is designed to capitalize on and build upon the 75-hour home-care aid training. The Home Care Aide-Certified entering the program will be equipped with Nursing Assistant standards of practice and core competencies and will be ready to pass the NNAAP test for Washington State. This program will also emphasize the delivery of compassionate, competent, holistic care toward the best quality of life for every individual they serve. It is our goal at New Chapters that every program graduate has the tools needed to join care teams in many settings, not only long-term care.

The curriculum is designed to:

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6. Meet the Department of Health Nursing Care Quality Assurance Commission agency's requirements and comply with Washington State laws listed in RCW 18.88A, and rules set forth in WAC 246-81
7. Confirm competency gained through the completed 75-hour home-care aid training
8. Clearly define and develop all required nursing assistant competencies listed in WAC 246-841-420
9. Provide learners with an understanding of their vital role on the care team
10. Promote a "humanistic" perspective that recognizes individual needs and unique care plans for each patient

The following core topics will be covered in the curriculum to meet the desired objectives:

- Basic technical skills
- Personal care skills
- Mental health and social service needs
- Care of cognitively impaired residents
- Basic restorative services
- Client or resident rights and promotion of independence
- Communication and interpersonal skills
- Infection control
- Safety and emergency procedures
- Rules and regulations knowledge

### 4.3 Tuition and Fees

#### 4.3.a Tuition

Tuition for the New Chapters Nursing Assistant Alternative "Bridge" Program is \$350.00.

This cost includes the following: New Chapters Nursing Assistant Alternative "Bridge" Training program education, the registration fee (\$50.00), criminal background check, school uniform and an identification badge.

#### 4.3.b Other Costs

Students will be responsible for the following other costs :

Full set of scrubs ( <i>any kind</i> )	\$30.00 ( <i>unless you own a set</i> )
Nursing Assistant Registration	\$48.00 ( <i>optional</i> )
Nursing Assistant Certification	\$48.00
NNAAP Examination	\$110.00
Total other costs:	\$236.00

#### 4.3.c Explanation of other costs

The Nursing Assistant Registration application fee is \$48.00 and is sent to the Department of Health after the successful completion of

the HIV/AIDS education portion of the training. Once received by the Department of Health the applicant is given a “pending” status in the system, which expedites the process of becoming a NAC and allows you to work for 120 days before finishing the NAC process.

The Nursing Assistant Certified application has a \$48.00 fee and is sent to the Department of Health at the same time as the NAR application. Once you complete the training program New Chapters will fax your completion certificate to the Department of Health. You will notify the Department of Health when you receive a successful “pass” after taking the NNAAP written and skills exam, which brings you up in the system as an official NAC.

New Chapters is an in-facility testing site for NACES (the testing organization contracted with the Department of Health). When your course is completed, New Chapters electronically submits verification that you are eligible to take the Washington State Nurse Aid Exam. You are given a test site code to register on-line for the exam. The cost of the exam is \$110.00. You will test at New Chapters on the equipment you are familiar with and with the students you know. You also have the option to test at a regional testing facility and New Chapters staff will assist you in completing the process if needed.

All students must have their 2-step TB certificate on file by the start date of the class.

All students must have their criminal background check completed by the class start date. The criminal background check will be taken care of by New Chapters at no additional cost.

#### 4.3.d Tuition Assistance/Student Loans and Payment Plans

New Chapters is not able to offer financial assistance or payment plans.

### 4.4 Program Policies and Standards

#### 4.4a Program Admission Requirements

Prospective students must have either a High School Diploma or General Educational Development (GED) certificate, or a passing score on the Ability to Benefit test in order to be admitted. Prospective students must also have adequate English language proficiency as evidenced by one of the following (see WAC 490-105-140):

- a. A high school diploma from a high school where English is the official language; or
- b. A General Educational Development (GED) certificate in English; or

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- c. A passing score on the Test of English as a Foreign Language, or the International English Language Testing System or a similar language proficiency exam; or
- d. A satisfactory evaluation of the applicant's foreign course work that has been produced by a reputable organization specializing in such evaluations; or
- e. A passing score on an Ability to Benefit test.

Prospective students must have a 75-Hour Home Care Aid Certificate.

Prospective students must have a HIV/AIDS certificate that satisfies the Washington State DOH's 7-hour licensing requirement, and First Aid/CPR certification (these classes will be offered by New Chapters prior to each class start date).

Prospective students must pass a background check prior to the clinical experience. A criminal record does not necessarily disqualify you from the CNA training program but may interfere with clinical experience placement and future job opportunities. New Chapters will work with students who have a criminal record on a case-by-case basis.

Prospective students are required to have a negative 2-Step TB skin test within the last 24 months or provide a negative chest x-ray.

Prospective students must be physically able to perform the duties of the Nursing Assistant. These duties include and are not limited to: lifting, moving and transporting of patients.

New Chapters encourages diversity and accepts applications from all minorities. New Chapters does not discriminate on the basis of 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. New Chapters school acknowledges that information pertaining an applicant's disability is voluntary and confidential, and will be made on an individual basis. If this information is presented, New Chapters will reasonably attempt to provide an accommodation to overcome the effects of the limitation of the qualified applicant. All inquiries about accommodations should be made to the admissions administrator upon registration of the program; some programs require medical documentation because of the rigors of curriculum.

### 4.4.b Student Evaluation and Program Requirements for Passing

Students will be evaluated in the following core areas:

**Theory  
Clinical Skills  
Attendance**

The evaluation methods and program requirements for each area are as follows:

**1. Theory**

Final Exam

Students will be given a final exam on the morning of Day 2.

The grading scale is as follows:

100-90%=A

89-80%=B

79-70%=C

69-60%=D

59% or below=F

A passing theory grade will be based on the score of the final exam, which must be 70% or higher. A student must have a passing grade to receive a certificate of completion from the program.

A student that fails to meet a passing grade will be required to complete remedial homework that addresses the student's weak areas before retaking the exam. Students must receive a 70% or higher on the retake exam to receive the certificate of completion.

Class and Clinical Assignments

Students will be given research, homework, and clinical assignments to complete before and during the program. All assignments must be thorough and complete as determined by instructor review. Students failing to complete all assignments will not receive their certificate of completion from the program.

**2. Clinical Skills**

Students will be required to pass a clinical skills test before proceeding to the clinical learning experience. The clinical skills test will include 10 skills from the 22 skills from the National Nurses Aid Assessment Program examination. The 10 skills will be randomly selected by the instructor prior to the exam and will be administered by the instructor. All 10 skills must be demonstrated correctly for a "pass" grade.

**3. Attendance**

Attendance is mandatory. Students must attend all classes, including lecture and clinical worksite experience, to graduate from the course and receive a certificate of completion.

**4.5 Tuition Refund Policy**

New Chapters will refund all money if your application is not accepted. New Chapters will refund all money if the course is cancelled by New Chapters. New Chapters will refund all money, except the registration fee, if student requests to be removed from the program before the start of the 1<sup>st</sup> day of class. The registration fee is the money to process your application and prepare for your program needs. If a student requests to withdraw from the program AFTER the start of class on the 1st day, there is a not a money refund guarantee.

If training is terminated after you enter the class, New Chapters will retain the registration fee plus a percentage of the total tuition, as described in the following table:

If student completes this amount of training:	New Chapters will keep this amount of tuition ( <i>plus the \$50.00 registration fee</i> ):
One Day	\$122.00 (35%)
Two Days	\$350.00 (100%)

When calculating refunds, the official date of your termination is the last day of recorded attendance, or the date New Chapters received notification of the student's intention to discontinue the training program, or the date the student is terminated because of a violation of published policy. All refunds will be paid within thirty calendar days of the official termination date.

**5.0 School Policies and Standards**

**5.1 Attendance**

Attendance is mandatory. Students must attend all classes, including lecture and clinical worksite experience, to graduate from the course and receive a certificate of completion.

**5.1.a Attendance Overview**

New Chapters requires students to be on time and attend all class, lab, and clinical experience days of the nursing assistant program. In order for students to receive credit for attendance during the training program, all students must stay the entire scheduled class hours and must sign in and out on the designated attendance record. This policy

is **STRICTLY** enforced to ensure your ability to pass your final exam and to become a valuable Nursing Assistant.

5.1.b Student absence from class or clinical experience

If a student must be absent from class, students are required to call the instructor at least **one hour prior** to their scheduled class. **Students that fail to advise the Instructor or are absent two or more times will be subject to dismissal from the program.**

5.1.c Requirements when tardy to class or clinical

Students who are going to be 15 or more minutes late to class or clinical must contact the Instructor. **Students who are tardy to class or clinical three or more times will be subject to dismissal from the program.**

5.1.d Washington State and National Attendance Requirements

Due to National and Washington State nursing assistant training program requirements and standards, students must attend all scheduled clinical days during the program. Clinical makeup will be considered on a case-by-case basis. If a student is unable to be scheduled for clinical makeup, students will be dismissed from the program and given the opportunity to repeat the course at a later date.

5.2 Grooming and Appearance

5.2.a Uniform

New Chapters requires that all students maintain a professional appearance at all times. New Chapters' students may have the opportunity to be involved in procedures during class time. Our teaching facilities will call upon us during our course to give us the opportunity to experience "life happenings." This being said, it is important that you look professional at all times so you are ready. New Chapters' students may wear their own scrubs, beginning day ONE. They must be clean and free of wrinkles. New Chapters will provide a topcoat with the school identification. Along with your personal identification badge, this must be worn at all times in all clinical sites.

Students with inappropriate uniform will be sent home and marked absent for the day. You will be issued a personal identification badge with your picture on it on day three of the course. This must be worn daily, at all times.

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### 5.2.b Footwear

Shoes must be clean and in good repair. Shoes are NOT to be open toed or backless and no “clogs” allowed. An athletic type of shoe or nursing shoe is recommended.

### 5.2.c Nails, hair, jewelry and tattoos

Fingernails must be clean and clipped or filed short. (A rule of thumb is to not have the nail extend past the tip of the finger.) No nail polish or artificial fingernails during the NAC program. Again, artificial nails and nail polish are not allowed. This is a safety and professional appearance issue in many care facilities.

Hair must be clean and combed with conservative color. Long hair must be pulled back and secured out of the face and eyes. Beards, moustaches and sideburns are permissible, if clean and neatly trimmed.

No more than 2 earrings per ear are allowed, and they are not to dangle from the ear. Visible body piercings are allowed on a case-by-case basis. Any visible tattoos must be covered to the best of your ability. No gum or tobacco is allowed. No perfume, cologne, aftershave or scented lotions are allowed.

**Grooming and appearance standards will be strictly enforced at all times.**

### 5.3 Ethical Standards for Nursing Assistants

1. Treat patients and residents with respect for their individual needs and values.
2. Respect the patient’s or resident’s right to choice in regard to the individual’s right to control his or her own care.
3. Hold confidential all information about patients and residents learned in the health care setting.
  - a. Be guided by consideration for the dignity of patients and residents.
  - b. Fulfill the obligation to provide competent care to patients and residents.

### 5.4 Code of Conduct

Students must follow these guidelines at all times during their nursing assistant program.

Students are expected to:

1. Be PUNCTUAL. Be on time or 15 minutes *early*.
2. Be RELIABLE. Reliability means that others can count on you to do your job, conscientiously and well, with minimal supervision.
3. Be ACCOUNTABLE. An accountable person accepts responsibility for his or her actions, and the results of those actions. Being accountable also means that you can accept criticism that is intended to help you improve and that you can admit to a mistake. Always work to correct the situation, admitting you have made a mistake.
4. Be CONSCIENTIOUS. Conscientious nursing assistants take their assignments seriously and make sure they follow directions carefully. They demonstrate responsibility by asking for additional explanation or clarification when necessary.
5. Be COURTEOUS and RESPECTFUL. Always treat other people with RESPECT, both your patient or resident and your coworkers. This means, “please”, “thank-you,” “excuse me.” Avoid talking down to the residents, or “baby talk”, this can be taken as disrespectful. Address people respectfully (Mr. and Ms.).
6. Be HONEST. This is a critical quality for health care workers. You are expected to document honestly. You will have access to other’s valuables, not just their material valuables, but also their physical and emotional well being.
7. Be COOPERATIVE. A team can only function properly if all “teammates” are cooperative.
8. Be EMPATHETIC. Try to imagine what it would feel like to be in another person’s circumstances. Empathy gives us another perspective and helps us to be kinder and more tolerant. Treating people with kindness is a better reflection of professionalism than, for example, displaying superior intellect.

## 5.5 Unacceptable Conduct

The following conduct is unacceptable and will not be tolerated. Violations of the following conduct will result in immediate dismissal from the nursing assistant program:

1. All forms of bias including race, ethnicity, gender, sexual identity, 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. Disorderly, indecent, or obscene conduct or expression.
4. All types of proven dishonesty, including cheating, forgery, and alteration or use of institution documents with intent to defraud.
5. Intentional disruption or obstruction of teaching, administration disciplinary proceedings, public meetings and programs, or other activities at New Chapters.
6. Failure to comply with directives of school officials (or their designates) acting in the performance of their duties.
7. Theft or damage of property of the school, clinical facility, or fellow students.

8. Found to be under the influence of any drugs or alcohol during school hours. Students suspected of being under the influence of drugs or alcohol are subject to drug and alcohol testing at the discretion of the Executive Director. Students who refuse testing will be immediately dismissed from the program.

### **Communication and conduct during clinical experience**

**Students are expected to follow all of the above conduct expectations, as well as ethical expectations during the clinical experience. It is a privilege to be allowed into caregiving facilities, and to have the opportunity to learn in an establishment. Any misconduct is not tolerated, and you will be asked to leave the facility by the Instructor in charge. Make up hours will be considered on a case-by-case basis.**

## **6.0 Program Dismissal, Re-entry and Withdrawal**

### **6.1 Conditions of Dismissal**

Students may be dismissed from New Chapters for the following reasons:

- Not adhering to New Chapters' rules, regulations, policies, and code of conduct.
- Absent or tardy as described in the attendance policy.
- Not completing assignments or meeting minimum grade percentage.
- Not meeting New Chapters' financial responsibilities.

The New Chapters Director of Administration 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. Prepaid tuition will be refunded according to the school's refund policy.

### **6.2 Program Re-entry**

Students dismissed from New Chapters who request re-entry must do so in writing to New Chapters' Executive Director. In cases where the student was dismissed for being absent, students must start the program from the beginning and will not receive credit for previous work. In cases where the student was dismissed due to failure to maintain the minimum grade point average it may be possible for the student to receive private tutoring and then re-enter the program. The decision of the Executive Director is final and the student will receive a letter within five business days stating the decision. Using any fees or tuition collected towards re-entry will be decided on a case-by-case basis.

### 6.3 Withdrawing from the Program

Students must prepare a written notification and submit it to the Executive 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.

## 7.0 Student Complaints and Appeals

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

1. Student's full name and current address
2. A statement of the concern including dates, times, instructors, and if applicable, other students involved
3. Date of complaint letter and signature of the student
4. Three dates in which the student would be available for a meeting with the school Executive Director. These dates should be within 10 business days of the complaint.

The New Chapters Executive 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 appeal. The student will be notified in writing within five business days of the outcome of the meetings. Should either the student or the school cancel the contract, 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 360-709-4600 at any time with a concern or a complaint.

## 8.0 Student Records/Transcripts

Students can request a copy of the NAC training transcript or student record by sending a letter to the Executive Director specifying the student's name, dates of attendance, number of copies requested, and the address to send it to. The first copy is free, while each subsequent copy is \$5.00. Student records will be maintained for 50 years as per Washington State legal requirements.

## 9.0 Placement Assistance

Included in New Chapters curriculum are the skills needed for employment seeking, applying and interviewing. New Chapters will also offer professional resume building. New Chapters will not assist with job placement, however, facilities throughout Spokane and Stevens County will look to New Chapters for recommendations on quality candidates for hire.

**10.0 Grade Reporting**

Students will be made aware of exam and quiz grades immediately and will receive their final theory grade by the final day of class prior to starting clinical rotations.

**11.0 Instruction Methods**

Instruction will include lecture, discussion, group work, audio-visual support, assignments, hands-on experience, quizzes and examinations.

**12.0 Educational Credential**

Upon completing and passing all requirements of the New Chapters in Healthcare Education Nursing Assistant Training program, students will receive a certificate of completion and will be prepared to take the Washington State Nursing Assistant competency skills test and written examination.

**13.0 Class Size and Student-Teacher Ratio**

Classes will be a minimum of three (3) students and a maximum of 20 students. There will be one instructor for every 20 students during course instruction and one instructor for every 10 students during the clinical experience.

**14.0 Facility and Training Equipment Description**

New Chapters in Healthcare Education's school building is located downtown off of Washington Street. The school is located in close proximity to public transit. The school building has a reception area, a classroom, four lab rooms, and a meeting room. There are both male and female lavatories.

Students experience three clinical settings: assisted living, hospice and skilled nursing. The main clinical site, Touchmark, is a skilled nursing facility located on the south hill.

The classroom is equipped for student learning with tables and chairs, as well as desks, AV equipment and a writing board.

The labs simulate patient rooms. All supplies needed to practice skills and care are provided, as well as a mannequin in a patient bed to replicate the care experience. All labs are also equipped with AV equipment and video that demonstrate and reinforce proper execution of skills.

**15.0 Mental Health and Dementia Specialty Training**

New Chapters is committed to having students who are ready for employment in any setting when they complete the course successfully. Long-

term Care Mental Health and Dementia Specialty certificates are required to work on the floor in many care facilities and settings. We offer our students these certifications at a reduced cost during the month they are taking the CNA course.

#### **16.0 Nurse Delegation for Nursing Assistants and Nurse Delegation Special Focus on Diabetes**

The Nurse Delegation certifications are required to perform certain tasks normally performed by a licensed nurse. The Nurse Delegation classes are self-study and a Registered Nurse instructor is available as a resource to students as they complete the materials. The hours assigned to these courses can also be applied to future continuing education requirements. We offer our students this course at the close of class on the final day of the program to expedite their ability to secure the nurse delegation certifications and employment.