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## Preface

The courses described in this catalog are offered by PRIME Career College, a private institution approved to operate by the BPPE, BVNPT and other California state agencies appropriate to the course offered.

The courses will be offered during weekdays only unless clinical training becomes only available on weekends. We don't expect this will be the case and you will be notified well in advance.

The theory portion of the courses will be given at: 1422 Springs Road # D, Vallejo, California 94591 (707)644-1123

The information in this catalog is valid from August 2013 through July 2014

### Statements required by the State of California

English as a Second Language (ESL) training is not offered.

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

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 – Online at: www.bppe.ca.gov Toll-free telephone number (888) 370-7589 or by fax (916) 263-1897

### Notice concerning transferability of earned credits and credentials

The transferability of credits you earn at PRIME Career College is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the degree, diploma or certificate you earn in any of our programs is also at the complete discretion of the institution to which you may seek to transfer. If the credits, degree, diploma or certificate that you earn at this institution is/are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason, you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an



institution to which you may seek to transfer after attending PRIME Career College to determine if your credits, degree, diploma or certificate will transfer.

PRIME Career College does not currently participate in any State or Federal financial aid programs. This does not preclude you from obtaining financial help from any agency you choose, privately.

PRIME Career College and PRIME Health Partner, Inc. do not have any pending petition in bankruptcy, are not operating as a debtor in possession, has not filed a petition within the preceding five years and has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.

Housing facilities are not provided or managed by PRIME Career College. You must arrange your own suitable living accommodations or commute if you are from out of town.

Student's records will be kept for a period of 5 years from when the student graduates or withdraws from their course of study. Records will be kept on paper until the student graduates, then, as soon as practical, will be scanned and maintained digitally at two locations for the required time period. Records will be available for online inspection and/or printing during normal business hours. The time to access any age of archived records will be the same. Any age record should be essentially immediate available upon request of authorized bureau personnel.

PRIME Career College is not currently nationally accredited. If you successfully complete the course, pay all fees and finish any paperwork required, you will be able to schedule taking NCLEX-PN test administered by the State of California. Check with the regulatory agencies in other states to verify if they accept your instructional program and will allow you to sit for the NCLEX test. Upon passing that test, you will receive a license. You will not be eligible for federal financial aid programs at this time.



## **Mission Statement**

The Mission and Objectives of PRIME Career College is based on the principle that every student enrolled in our healthcare occupation training programs shall be given the opportunity for systematic development of his/her intellectual, social and skill competence.

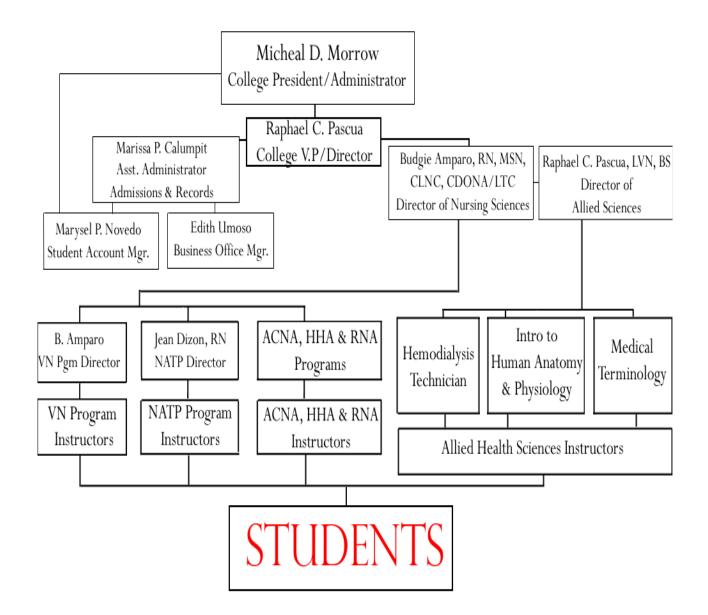
Education is recognized as growth and development, therefore the school's educational environment and programs are designed to stimulate continual growth of each student. The program of educational training that the school offers to each student is centered on the promotion of physical and mental health with the creation of satisfying human relationships in a setting of moral and ethical values.

The goal of PRIME Career College is the development of the student in order to become caring and competent as well as becoming successful in their future career in the healthcare field.



## **Organizational Chart**

# Organization Chart for PRIME Career College





## Philosophy of PRIME Career College

The administration and faculty of PRIME Career College believes:

#### A. Nurse Assistant Training Program

- 1. The Nurse Assistant is an important member of the health care team who, under the direct supervision of licensed nursing staff, provides patient centered nursing care;
- 2. The Nurse Assistant recognizes that each resident under their care is a unique entity as well as an integral part of the family, a culture and the community;
- 3. The Nurse Assistant will help to meet and attain the residents' optimal physical, emotional, psychological, social, spiritual, intellectual and safety needs;
- 4. The Nurse Assistant will respect the rights of each resident by promoting and maintaining the dignity of each resident under their care;
- 5. The Nurse Assistant Program of PRIME Career College is committed to the educational standards of excellence that will ensure marketable skills for the graduate and permits advancement in the nursing profession through college or university nursing programs.

#### B. Acute Care CNA Training Program

- 1. The Certified Nurse Assistant will be given the opportunity to broaden and advance his/her knowledge and skills and will become an important member of the healthcare team as an Acute Care CNA who, under the direct supervision of a Licensed Nursing Staff member, will be able to provide patient centered nursing care in a medically complex situations and in acute nursing care settings;
- 2. The Certified Nurse Assistant recognizes that each patient under their care is a unique entity as well as an integral part of the family, a culture and the community;
- 3. The Certified Nurse Assistant will help to meet and attain the patient's optimal physical, emotional, psychological health as well as the patient's social, spiritual, intellectual and safety needs;
- 4. The Certified Nurse Assistant will respect the rights of each patient under their care by promoting and maintaining the dignity of each patient;
- 5. The Acute Care CNA Training Program of PRIME Career College is committed to the educational standards of excellence that will ensure marketable skills for the graduate and



permits advancement in the nursing profession through college or university nursing programs.

#### C. Restorative Nursing Assistant Training Program

- The Certified Nurse Assistant will be given the opportunity to broaden and advance his/her knowledge and skills and will become an important member of the healthcare team as a Restorative Nursing Assistant (R.N.A.) who, under the direct supervision of a Licensed Nursing Staff member, will be able to provide resident centered rehabilitative nursing care of residents in long-term care facilities;
- 2. The Certified Nurse Assistant recognizes that each resident under their care is a unique entity as well as an integral part of the family, a culture and the community;
- 3. The Certified Nurse Assistant will help to meet and attain the resident's optimal physical, emotional, psychological health as well as the resident's social, spiritual, intellectual and safety needs;
- 4. The Certified Nurse Assistant will respect the rights of each resident under their care by promoting and maintaining the dignity of each resident;
- 5. The Restorative Nursing Assistant Training Program of PRIME Career College is committed to the educational standards of excellence that will ensure marketable skills for the graduate and permits advancement in the health care profession through college or university health care occupations programs.

#### C. Medical Terminology

- 1. Students enrolled in the **Medical Terminology Course** will learn medical word building principles in order to develop a strong foundation in medical terminology and broaden their medical vocabulary
- 2. The student will be given the opportunity to broaden their knowledge of medical terminology as used in the medical field by learning to combine root words describing various structures of the human body and with prefixes and suffixes to produce the variety of terms required to function in the complex medical environment.
- 3. The Acute Care CNA Training Program of PRIME Career College of Sacramento is committed to the educational standards of excellence that will ensure marketable skills for the graduate and permits advancement in the nursing profession through college or university nursing programs.



#### D. Home Health Aide Training Program

- 1. The Home Health Aide is an important member of the health care team who, under the direct supervision of registered nurse, provides client centered nursing care in the client's private home;
- 2. The Home Health Aide recognizes that each client under their care is a unique entity as well as an integral part of the family, a culture and the community and realizes that each individual has the right to receive optimum health care delivered by competent caregivers;
- 3. The Home Health Aide will help to meet and attain the client's optimal physical, emotional, psychological, social, spiritual, intellectual and safety needs;
- 4. The Home Health Aide will respect the rights of each client by promoting and maintaining the dignity of each client under their care;
- 5. The Home Health Aide Training Program of PRIME Career College is committed to the educational standards of excellence that will ensure marketable skills for the graduate and permits advancement in the nursing profession through college or university nursing programs.
- 6. Learning takes place in an atmosphere of mutual respect where questioning is welcomed and, in fact, encouraged. Problem solving is encouraged as a valuable part of the training experience.

#### E. Anatomy & Physiology

- 1. Knowledge about the human anatomical structures and bodily functions is imperative for students who desire to advance their careers and pursue Vocational Nursing.
- 2. The student will be given the opportunity and the knowledge to master the basic human anatomy and physiology in relation to human needs, health and diseases.
- 3. The Anatomy & Physiology course at PRIME Career College is designed to give the student the required understanding of the body structures with sufficient depth to pursue a career in Vocational Nursing.
- 4. Learning takes place in an atmosphere of mutual respect where questioning is welcomed and, in fact, encouraged. Problem solving is encouraged as a valuable part of the training experience.



### **Overview of Courses Offered**

PRIME Career College is offering healthcare occupation training programs approved under California Education Code Section (CEC) 94915 by the Bureau of Private Post Secondary and Vocational Education and the Department of Health Services.

- <sup>35</sup> The Nurse Assistant Training Program that we offer contains core curricula as approved by the California State Department of Health Services. The California State Department of Health Services also approved the specified educational components of the program as well as the faculty and the availability of adequate equipment by conducting an on-site evaluation with inspection of the course materials and instructor personnel to verify all requirements were met.
- <sup>35</sup> The Acute Care CNA Training Program contains a curriculum that prepares a Certified Nurse Assistant to function in a more medically complex and acute care-nursing environment. Students who will complete the course will also be awarded 48 units of continuing education credit hours that can be used when renewing their Certified Nurse Assistant certificate.
- <sup>35</sup> The **Restorative Nurse Assistant Training Program** contains a curriculum that prepares the Certified Nurse Assistant to function as a Restorative Nurse Aide in a long-term care setting. Students who will complete the course will also be awarded 24 units of continuing education credits that can be used when renewing their Certified Nurse Assistant certificate.
- <sup>35</sup> The **Medical Terminology** course contains a curriculum that prepares a student entering a health care occupation to have the basic knowledge of Medical Terminologies being used in the health care setting.

**Note**: Passing this course or a course with similar content is a prerequisite for the Vocational Nursing Program offered by PRIME Career College.

- <sup>35</sup> The Home Health Aide Training Program contains a curriculum that prepares the Certified Nurse Assistant to function in a Home Health Aide in a client's home environment. Students who complete the course will also be awarded 24 units of continuing education credits that can be used when renewing their Certified Nurse Assistant certificate
- <sup>35</sup> Continuing Education for Certified Nurse Assistants are offered and continuing education hours will be given upon successful completion of course(s) that will enable them to renew their Certified Nurse Assistant certificate. You will need 48 units to renew your certificate every two years.
- <sup>35</sup> The **Anatomy & Physiology** course contains a curriculum that prepares a student provided with basic knowledge of the functions of the human anatomy and body function.



**Note**: Passing this course or a course with similar content is a prerequisite for the Vocational Nursing Program offered by PRIME Career College.



### **Courses Offered**

### Nurse Assistant Training Program

The **Nursing Assistant Training Program** consists of 150 wall clock hours of Theory and Clinical instruction.

- The Day class is 19 <sup>1</sup>/<sub>2</sub> days in length, being taught Monday through Friday for 19<sup>1</sup>/<sub>2</sub> days. The theory classes are conducted from 8 A.M. until 4:30 P.M. and clinical training is conducted from 7 A.M. until 3:30 P.M.
- The Evening class is approximately 30 days in length. Theory classes are conducted from 4:30 P.M. until 9:45 P.M. Clinical classes are conducted from 3 P.M. until 8 P.M.

Of the 150 hours of instruction, there are 50 hours of theory, conducted in the classroom, and 100 hours of direct patient care (clinical training), conducted in an accredited and State approved Long-Term Care facility.

The **Nurse Assistant Training Program** that PRIME Career College is offering contains the core curricula approved by the Department of Health Services-Aide Certification Training Section and being taught by experienced, Licensed Nurses (R.N.s and L.V.N.s) who are certified and approved by the Department of Health Services and the Bureau of Post Secondary Education.

Students enrolled into the Nurse Assistant Training Program will be taught the following course modules:

- Introduction to Roles and Responsibilities of the C.N.A.
- Resident's Rights
- Federal Laws
  - Prevention and Management of Catastrophe
  - Emergency Procedures
  - Communication and Interpersonal skills
  - Restorative and Rehabilitative Nursing
  - Body Mechanics

- Medical and Surgical Asepsis
- Weights and Measures
- Resident Care Skills
- Resident Care Procedures
- Nutrition
- Vital Signs
- Observation and Reporting
- Long-term care Resident
- Death and Dying

Upon successful completion of the course requirements, the student will become qualified to take the State Competency Examination for Certified Nurse Assistant certification

Course Fee:

\$975.00 + 0.50 (Ca. State STRF Fee) + <u>100.00 Registration Fee (non-refundable)</u> \$1,075.50 TOTAL

The total amount for ALL fees, charges and services that the student is obligated to pay to PRIME Career College for the Nurse Assistant Training Program is \$1,075.00.

The school tuition fee may be paid in either of two ways:

- <sup>35</sup> An installment plan is available to those who wish to take advantage of it. The installment plan is interest free.
- $^{35}_{17}$  The school will accept full payment from students who wish to pay in a single payment.

# NOTE: All required student fees <u>must be fully paid</u> before a student will be allowed to graduate or take the State Competency Evaluation Test.

#### Scheduled Tuition Payments for Nurse Assistant Training Program

(Day, Evening and Weekend classes)

| Registration Fee (Non-Refundable) | \$100.00 |
|-----------------------------------|----------|
| 1 <sup>st</sup> Day of Class      | \$325.50 |
| Middle of the Class               | \$325.00 |
| Last Day of Class                 | \$325.00 |

Note: <u>No checks</u> will be accepted.

Additional Fees:

(C.N.A. only – to be paid directly to State Agencies at the student's own expense)

| Organization | Type & Purpose                     | Amount  |
|--------------|------------------------------------|---------|
| Red Cross    | Money Order, State Evaluation Exam | \$90.00 |

**Note**: A course textbook will be loaned to each student for the duration of the course and there is no charge if the textbook is returned in a similar condition to when it was loaned, but must be purchased if lost or defaced. The textbook may be purchased, if desired, by the student, at the then prevailing price, but purchase is not required.

### Acute Care CNA Training Program

The Acute Care CNA Training Program consists of 75 wall clock hours of Theory and Clinical instruction.

- The Day class is 10 days in length and is taught Monday through Friday for 14 days. The Theory classes will be conducted from 8 A.M. until 3:30 P.M. and Clinical training is conducted from 7 A.M. until 3:30 P.M.
- The Evening class is approximately 15 days in length. Theory classes will be conducted from 4:30
   P.M. until 9:45 P.M. Clinical classes are conducted from 3 P.M. until 8 P.M.
- <sup>35</sup> Weekend classes will be on Saturdays and Sundays for approximately 5 weeks. The Theory classes will be conducted from 8 A.M. until 4:30 P.M. and Clinical training is conducted from 7 A.M. until 3:30 P.M.

The course requires a total of 75 hours of instruction consisting of 35 hours of theory conducted in the classroom and 40 hours of direct patient care conducted in an acute hospital setting.

The **Acute Care CNA Training Program** that PRIME Career College is offering contains the core curricula to prepare the Certified Nurse Assistant to function in a medically complex and Acute Care nursing environment. The course is taught by experienced licensed nurses (R.N.s and L.V.N.s) who are highly qualified to teach the program.

Students enrolled into the **Acute Care CNA Training Program** will be taught the following course modules:

- <sup>35</sup> The American Healthcare System
- <sup>35</sup> Basic Patient Care
- <sup>35</sup> <sup>17</sup> Patient Needs and Behavior
- <sup>35</sup><sub>17</sub> Communication
- <sup>35</sup> Infection Control and Bloodborne Pathogens
- <sup>35</sup> 17 Medical Asepsis and Sterile Procedures
- <sup>35</sup> Positioning, Transferring of Patients
- <sup>35</sup><sub>17</sub> Restraints
- <sup>35</sup><sub>17</sub> Bed making and Personal Care
- <sup>35</sup><sub>17</sub> Nutrition and Diet
- <sup>35</sup> Elimination, Specimen Collection
- <sup>35</sup><sub>17</sub> Vital signs, Height and Weight
- <sup>35</sup> Heat and Cold Treatments
- <sup>35</sup> Dressings and Bandages
- <sup>35</sup> E.K.G.s
- <sup>35</sup> <sup>17</sup> Care of Surgical Patients
- <sup>35</sup><sub>17</sub> Respiratory Care

- <sup>35</sup> Special Care (Decubitus Ulcers, Traction, Diabetes, R.O.M. & Assistive Devices)
- <sup>35</sup> Emergency Care
- <sup>35</sup><sub>17</sub> Postmortem Care

Upon successful completion of the course requirements, the student will be awarded 48 units of Continuing Education Hours that can be used when renewing their Certified Nurse Assistant certificate and a certificate of completion.

Course Fee:

\$600.00 + 0.50 (Ca. State STRF Fee) + <u>100.00 Registration Fee (non-refundable)</u> \$700.50 TOTAL

The total amount for ALL fees, charges and services that the student is obligated to pay to PRIME Career College for the Acute Care CNA Training Program is \$700.00.

The school tuition fee may be paid in either of two ways:

- <sup>35</sup> An installment plan is available to those who wish to take advantage of it. The installment plan is interest free.
- $^{35}_{17}$  The school will accept full payment from students who wish to pay in a single payment.

# NOTE: All required student fees <u>must</u> be <u>fully paid</u> before a student will be allowed to graduate or receive the CEU Certificate.

Scheduled Tuition Payments for **Acute Care CNA Training Program** (Day, Evening and Weekend classes)

Registration Fee (Non-Refundable)\$100.001st Day of Class\$350.50Last Day of Class\$350.00

**Note**: Due to the short duration of the course, no checks will be accepted; only Credit Card, Money Order or Cash payment will be accepted.

**Note**: A course textbook will be loaned to each student for the duration of the course and there is no charge if the textbook is returned in good condition, but must be purchased if lost or defaced. The student may purchase the textbook, if desired, but this is not required.

## The Medical Terminology Course

Students enrolled in the **Medical Terminology Program** will learn medical word building principles in order to develop a strong foundation in medical terminology and broaden their medical vocabulary.

The course consists of 54 hours of theoretical instruction in a classroom setting including the following course elements:

- <sup>35</sup> Basic Elements of a Medical word
- <sup>35</sup><sub>17</sub> Suffixes
- <sup>35</sup><sub>17</sub> Prefixes
- <sup>35</sup> Body Structure
- 35
  17 Integumentary system
- <sup>35</sup> Digestive system
- <sup>35</sup><sub>17</sub> Respiratory system
- <sup>35</sup><sub>17</sub> Cardiovascular system
- <sup>35</sup><sub>17</sub> Blood, Lymph & Immune systems
- <sup>35</sup><sub>17</sub> Musculoskeletal system
- 35
  17 Genitourinary system
- <sup>35</sup><sub>17</sub> Reproductive systems
- <sup>35</sup> Endocrine system
- <sup>35</sup><sub>17</sub> Nervous system
- <sup>35</sup> 17 Special senses

After completion of the course, the student will be able to:

- 1. Explain the techniques of medical word building using basic word elements;
- 2. Categorize major surgical, diagnostic, symptomatic & Grammatical suffixes;
- 3. Present major prefixes of position, number and measurement, direction and other parameters;
- 4. Distinguish anatomical physiological & pathological terms
- 5. Organize specific body systems

Course Fee:

\$450.00

- + 0.50 (Ca. State STRF Fee)
- + <u>100.00 Registration Fee (non-refundable)</u> \$550.50 TOTAL

The total amount for ALL fees, charges and services that the student is obligated to pay to PRIME Career College of Sacramento for the Nurse Assistant Training Program is \$550.00.

A textbook must be purchased to be used as a reference during the course.

### The Restorative Nursing Assistant Training Program

The Restorative Nursing Assistant Training Program consists of 40 wall clock hours of Theory and Clinical instruction.

- <sup>35</sup> The Day class is 5 days in length, being taught on Mondays through Fridays. The Theory classes are conducted from 8 A.M. until 4:30 P.M. and Clinical training is conducted from 7 A.M. until 3:30 P.M.
- The Evening class is approximately 8 days in length. Theory classes are conducted from 4:30 P.M. until 9:45 P.M. Clinical classes are conducted from 3 P.M. until 8 P.M.
- <sup>35</sup> Weekend classes will be on Saturdays and Sundays for approximately 2 <sup>1</sup>/<sub>2</sub> weeks. The Theory classes are conducted from 8 A.M. until 4:30 P.M. and Clinical training is conducted from 7 A.M. until 3:30 P.M.

The course requires a total of 40 hours of instruction consisting of 16 hours of theory conducted in the classroom and 24 hours of direct patient care conducted in an accredited long-term care facility.

The Restorative Nursing Assistant Training Program that PRIME Career College is offering contains the necessary training to prepare the Certified Nurse Assistant to function as a Restorative Nursing Assistant in a long-term care nursing setting. The course is taught by experienced licensed nurses (R.N.s and L.V.N.s) who are highly qualified to teach the program.

Students enrolled into the Restorative Nursing Assistant Training Program will be taught the following course contents:

- <sup>35</sup> Introduction to the R.N.A. program
- <sup>35</sup><sub>17</sub> Philosophy and Basic Definitions
- <sup>35</sup> Effective Communication Techniques
- <sup>35</sup> Basic Anatomy and Physiology of the Muscular and Skeletal Systems
- <sup>35</sup> 17 Range of Motion Exercises
- <sup>35</sup> Use & Application of Orthotic devices (Splints and Braces)
- <sup>35</sup> Bed Mobility
- <sup>35</sup> Transfer and Ambulation
- <sup>35</sup> 17 Personal Dressing and Grooming
- <sup>35</sup> Amputation, Prosthetic, Assistive and Adaptive Devices
- <sup>35</sup> Basic Anatomy and Physiology of the Gastro-Intestinal and Urinary Systems
- <sup>35</sup><sub>17</sub> Toileting Activities
- <sup>35</sup> Bladder and Bowel Retraining Program

Upon successful completion of the course requirements, the student will be awarded 24 units of Continuing Education Hours that can be used when renewing their Certified Nurse Assistant certificate and a certificate of completion.

Course Fee:

**Note**: Due to the short duration of the course, no checks will be, only Credit Card, Money Order or Cash payment will be accepted.

The total amount for ALL fees, charges and services that the student is obligated to pay to PRIME Career College for the Nurse Assistant Training Program is \$395.00.

**Note**: A course textbook is loaned to each student for the duration of the course and there is no charge if the textbook is returned in good condition, but must be purchased if lost or defaced. The student may purchase the textbook, if desired, but this is not required.

## The Home Health Aide Training Program

The Home Health Aide Training Program consists of 40 wall clock hours of Theory and Clinical instruction.

The Day class is 5 days in length, being taught on Mondays through Fridays. The Theory classes are conducted from 8 A.M. until 4:30 P.M. and Clinical training is conducted from 7 A.M. until 3:30 P.M.

The Home Health Aide Training Program is structured to provide 20 hours of theory and 20 hours of practical application of knowledge and skills needed for the Certified Nurse Assistant to function as a Home Health Aide in a client's private home setting. The Home Health Aide Training program that PRIME Career College offers is governed by the regulations set forth in Title 22, California Code of Regulations and OBRA (Federal Regulations) of the Health Care Financing Administration. Students who complete the course will also be awarded 24 units of continuing education credit hours that can be used when renewing their Certified Nursing Assistant certificate.

The Home Health Aide Training Program that PRIME Career College is offering contains the core curricula approved by the Department of Health Services-Aide Certification Training Section and being taught by experienced, Registered Nurses who are certified and approved by the Department of Health Services and the Bureau of Post Secondary Education.

Students enrolled into the Home Health Aide Training Program will be taught the following course modules:

- <sup>35</sup> Introduction including, among other topics:
  - $\checkmark$  State and Federal Laws and Requirement for HHA Certification
  - $\checkmark$  Roles and Responsibilities of the Certified Home Health Aide
  - $\checkmark$  Purpose and goals of Home Health Care
  - ✓ Communication Techniques
  - ✓ Organizational and time management techniques
- <sup>35</sup> Interpretation of Medical and Social Needs of Clients
- <sup>35</sup><sub>17</sub> Personal Care Services
- <sup>35</sup><sub>17</sub> Nutrition
- <sup>35</sup><sub>17</sub> Cleaning and Care Tasks in the Home

Upon successful completion of the course requirements, the student will be awarded 24 units of Continuing Education Hours that can be used when renewing their Certified Nurse Assistant certificate and a certificate of completion.

Course Fee:

**Note**: Due to the short duration of the course, no checks will be accepted, only Credit Card, Money Order or Cash payment will be accepted.

The total amount for ALL fees, charges and services that the student is obligated to pay to PRIME Career College for the Nurse Assistant Training Program is \$395.00.

**Note**: A course textbook is loaned to each student for the duration of the course and there is no charge if the textbook is returned in good condition, but must be purchased if lost or defaced. The student may purchase the textbook, if desired, but this is not required.

**Note on Fingerprinting**: If you have previously submitted your fingerprints and have received clearance from D.H.S., you must bring in that clearance so we can make a copy. This clearance must be for ORI# A1226. You must also bring in a \$15.00 money order (DHS application fee). <u>You do not need to be fingerprinted again.</u> Only D.H.S. clearance can be used, not D.O.J.

If you have not received fingerprint clearance, you must get a Live Scan.

### **Introduction to Anatomy & Physiology**

The course requires a total of 54 instruction hours, conducted in the classroom and laboratory setting. The course prepares the student to learn the basic knowledge of the different anatomical parts and functions of the human body. This course is required for admission to the Vocational Nursing program that the school is offering.

Students enrolled into the course will be taught the following course outline:

- <sup>35</sup><sub>17</sub> Basic Organization and Structure of the Body
- <sup>35</sup> Nervous System
- <sup>35</sup><sub>17</sub> Respiratory System
- <sup>35</sup> 17 Cardiovascular System
- 35 17 Gastrointestinal System
- <sup>35</sup><sub>17</sub> Integumentary System
- <sup>35</sup> Endocrine System
- <sup>35</sup><sub>17</sub> Muscular System
- <sup>35</sup> 17 Skeletal System
- <sup>35</sup><sub>17</sub> Urinary System
- <sup>35</sup><sub>17</sub> Reproductive System

Students who pass the class with a grade of "C" or higher will be awarded three (3) units of academic work by the college.

Course Fee:

\$450.00 + 0.50 (Ca. State STRF Fee) + <u>100.00 Registration Fee (non-refundable)</u> \$550.50 TOTAL

The total amount for ALL fees, charges and services that the student is obligated to pay to PRIME Career College of Sacramento for the Anatomy & Physiology course is \$550.00.

Note: A course textbook is required for this course and must be purchased by the student.

## Admission Requirements

### Nurse Assistant Training Program

- <sup>35</sup> Have the ability to pass the entrance examination administered by the school with at least a 70% grade;
- <sup>35</sup> Should be able to demonstrate ability to read and write the English language with at least a 5<sup>th</sup> grade level of proficiency;
- <sup>35</sup><sub>17</sub> Should have adequate math skills;
- $^{35}_{17}$  Students enrolling into the Nurse Assistant Training Program must be at least 16 years of age;
- <sup>35</sup> Should meet the required health requirements such as history and a physical exam performed by a physician or nurse practitioner and a Tuberculosis skin test or Chest X-ray indicating no active T.B.;
- $^{35}_{17}$  Must not have been convicted in any court of law of a crime other than a minor traffic violation.

In order for a student to be certified, he or she should submit the following required items, at the applicant's expense by the date specified on the dates grid (given on first day of class):

- <sup>35</sup> Completed DHS 283 B application form;
- <sup>35</sup> The Department of Health Services has requested that all new CNA applicants submit LiveScan format fingerprints. To obtain the LiveScan fingerprinting service, fill out the form you get from the school, make two additional copies (or fill out three original forms) and call (707)553-5940 to make an appointment. The process will take about 15 minutes. You will need \$57.00 live scan fee. Bring back the receipt page they give you.

### Acute Care CNA Training Program

- <sup>35</sup> Have the ability to pass the entrance examination administered by the school with at least a 70% grade;
- <sup>35</sup> Must possess a valid Certified Nurse Assistant certificate;
- <sup>35</sup> Must possess a current and valid C.P.R. card;
- <sup>35</sup><sub>17</sub> Must be at least 16 years of age;
- <sup>35</sup> Should meet the required health requirements such as history and a physical exam performed by a physician or nurse practitioner and a Tuberculosis skin test or Chest X-ray indicating no active T.B.;
- $^{35}_{17}$  Must not have been convicted in any court of law of a crime other than a minor traffic violation.

### The Medical Terminology Course

- <sup>35</sup><sub>17</sub> Must be at least 16 years of age;
- $^{35}_{17}$  Demonstrate the ability to pass the entrance test
- <sup>35</sup> Must possess a High School diploma or G.E.D..;

### The Restorative Nursing Assistant Training Program

- <sup>35</sup> Have the ability to pass the entrance examination administered by the school with at least a 70% grade;
- <sup>35</sup> Must possess a valid Certified Nurse Assistant certificate;
- <sup>35</sup><sub>17</sub> Must be at least 16 years of age;
- $^{35}_{17}$  Demonstrate the ability to pass the entrance test
- <sup>35</sup> Should meet the required health requirements such as history and a physical exam performed by a physician or nurse practitioner and a Tuberculosis skin test or Chest X-ray indicating no active T.B.;
- $^{35}_{17}$  Must not have been convicted in any court of law of a crime other than a minor traffic violation.

### The Home Health Aide Training Program

- <sup>35</sup> Have the ability to pass the entrance examination administered by the school with at least a 70% grade;
- <sup>35</sup> <sup>17</sup> Must possess a valid Certified Nurse Assistant certificate;
- <sup>35</sup> Must be at least 16 years of age;
- $^{35}_{17}$  Demonstrate the ability to pass the entrance test
- <sup>35</sup> Should meet the required health requirements such as history and a physical exam performed by a physician or nurse practitioner and a Tuberculosis skin test or Chest X-ray indicating no active T.B.;
- $^{35}_{17}$  Must not have been convicted in any court of law of a crime other than a minor traffic violation.

### Introduction to Human Anatomy & Physiology

<sup>35</sup> Must have High School diploma or G.E.D.

### **Instructor Identification and Qualifications**

#### Name: Jean Dizon, R.N., D.S.D.

Jean brings over 20 years of experience to PRIME Career College. Her experience was gained in various facilities around the Bay Area enabling her to experience a wide range of situations and patient conditions.

She became a California Director of Staff Development in 2001.

She obtained her Bachelor of Science in Nursing in 1980 from the University of Perpetual Help in Las Piñas, Manila, Philippines.

#### Name: Raphael C. Pascua, L.V.N., D.S.D.

Raphael holds a Bachelor of Science degree in nursing from St. Jude College, Manila, Philippines, a Bachelor of Science degree in Clinical Psychology from Colegio de San Juan de Letran and a Vocational Nursing certificate from Los Medanos College in Pittsburg, California, U.S.A. He started his nursing career in the U.S. as a C.N.A. and obtained his L.V.N. license in California in 1988.

His experience includes three years as a C.N.A. and after obtaining his L.V.N. license, one year working in an acute hospital as a staff nurse at the Medical/Surgical unit, three years as a Charge Nurse in a Long-Term care facility and twelve years as a C.N.A. Training Instructor/Director of Staff Development.

Raphael also held various nursing management positions over the years as a Director of Case Management, Infection Control Nurse and Quality Assurance Nurse for Continuous Quality Improvement programs.

Raphael also held various nursing management positions over the years as a Director of Case Management and Infection Control Nurse.

#### Name: Felicitas (Fely) Addauan, L.V.N., D.S.D.

Fely has over 12 years of practical experience in a fast-paced hospital and health care setting. She comes to the school with over 8 years of experience instructing the Certified Nurse Assistant course so is well versed in all aspects of the CNA profession and effectively delivering the course information.

She has received training in various aspects of the nursing field including MDS, Infection Prevention and Control, Pressure Ulcer Management, Cognitive Loss and Intravenous Therapy.

Fely received her Bachelor of Science degree in Education from National Teacher's College in Manila, Philippines in 1978 and became a CNA in 1989 in California.

Recent work experience includes Director of Staff Development, Infection Control Nurse, Convalescent Home Supervisor and Charge Nurse.

### **Cancellation and Refund Policy with Example**

Should a student cancel for any reason, all refunds will be made according to the following policy:

- <sup>35</sup> Cancellation must be submitted in writing, either in person or by mail to the school Administrator or Assistant Administrator.
- All monies, except for the non-refundable registration fee, will be refunded if the applicant cancels before the start of class or is not accepted by the school.
- All monies, except for the non-refundable registration fee, will be refunded if written notice of cancellation is made through attendance at the first class session or the seventh class day after enrollment, whichever is later.
- <sup>35</sup> Cancellation after attendance has begun, but before the completion of the course, will result in a pro-rata refund based on the number of hours completed in relation to the total course hours.
- $^{35}_{17}$  The termination date to determine the refund is the last date of actual attendance by the student.
- Refunds will be made within THIRTY days after receipt of the cancellation notice. If the cancellation notice is mailed, it is not the post-mark date but is the date the mail arrives at PRIME Career College office.

The Institution Refund Policy for students who have completed 60% or less of a course of instruction shall be paid a pro rata refund.

The sample calculation based on the C.N.A. program is as follows:

| Total of school fees    | \$1,075.50                           |
|-------------------------|--------------------------------------|
|                         | - 0.50 (Ca. State STRF Fee)          |
| Deduct registration fee | <u>- 100.00 (non-refundable)</u>     |
|                         | \$975.00 (Balance subject to refund) |

\$975 hour balance divided by the number of wall-clock hours in the program (150): 975 / 150 = \$6.50 / course program wall-clock hour

Example:

Total hours attended by student is 30 hours 30 hours times \$6.00/hour = \$195.00

\$975.00 (course payment pre-paid in full)
<u>-195.00</u>
\$780.00 (refund due to student)

Note: The rate per hour varies by course but the method of calculating a refund is exactly the same as prescribed by law.

## **Student Tuition Recovery Fund (STRF) Notice**

The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency program attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid STRF assessment, and suffered an economic loss as a result of any of the following:

- 1. The school closed before the course of instruction was completed.
- 2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
- 3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
- 4. There was a material failure to comply with the Act or the Division within 30-days before the school closed or, if the material failure began earlier than 30-days prior to closure, the period determined by the Bureau.
- 5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act."

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all of part of your tuition either by cash, guaranteed student loans, or personal loans, and

2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or

2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party."

However, no claim can be paid to any student without a <u>social security number or a taxpayer</u> <u>identification number</u>.

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Contact: Bureau for Private Postsecondary Education
P.O. Box 980818
West Sacramento, CA 95798-0818
Telephone: (916)431-6959 Fax: (888)370-7589
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## **Attendance Policy**

#### **Purpose:**

To establish guidelines regarding student's attendance in both theoretical and clinical components of the Healthcare Occupations Training Programs being offered.

#### **Policy:**

- 1. Students attending the **Nurse Assistant Training Program** are required to complete a total of 150 hours (50 hours of theory and 100 hours of clinical) of instruction as mandated by State regulations in order to graduate from the school and become eligible to take the State Competency Exam for State CNA certification.
- 2. Students attending the **Acute Care CNA Training Program** are required to complete a total of 75 hours of program instruction divided into 35 hours of theory and 40 hours of clinical training in an acute hospital setting.
- 3. Students attending the **Restorative Nursing Assistant Training Program** are required to complete a total of 40 hours of program instruction divided into 16 hours of theory and 24 hours of clinical training in a long-term facility setting.
- 4. Students attending the **Home Health Aide Training Program** are required to complete a total of 40 hours of program instruction divided into 20 hours of theory and 20 hours of clinical training in a private home or board and care home setting.
- 5. Students attending the **Anatomy & Physiology course** are required to complete a total of 54 hours of program instruction.
- 6. Students attending the **Medical Terminology course** are required to complete a total of 54 hours of program instruction.
- 7. Students must regularly attend scheduled classes and be on time.
- 8. Students must attend and report on time for both clinical and theoretical classes as designed by the Administrator/Director or the Director of Nursing.
- 9. Each student will be provided with a daily sign-in sheet to record hours of attendance for both theory and clinical portions of the program. Students will sign the sheet each day of attendance, the instructor will countersign the time the class starts and the time the class ends.
- 10. Students who are unable to attend theory or clinical portions of the training must notify the school of their absence two hours before the start of the class by calling the Administrator/Director.
- 11. Agreements must be made with the Administrator/Director or instructor, immediately for a make-up time schedule.
- 12. Absence for more than one classroom day and one clinical day may require the student to repeat the entire course if the student fails to make arrangements for make-up classes.
- 13. The decision to dismiss or retain any student will be based on the student's overall performance in the class and the reason for the absenteeism or tardiness.
- 14. A third occurrence of absenteeism will automatically result in the dismissal of the student from the program.
- 15. Students are required to participate in open lab skills, as scheduled, to enhance their proficiency in skills that were taught in the theoretical portion of the program.
- 16. Tuition fees will be refunded, if applicable, to students who are dismissed from the program using the standard, state mandated formula and process.

- 17. Instruction will only be given at the specified location. There is no remote learning offered.
- 18. If a course is dropped voluntarily, a refund will be calculated per State of California guidelines and formulas as shown in the school's Administrative Policies and Procedures manual.

### **Make-up and Absenteeism Policy and Procedures**

#### **Policy statement:**

- $^{35}_{17}$  Attendance determines the student's competency in all areas of the program.
- <sup>35</sup> If absenteeism prevents the student from meeting the program objectives, the student may be required to repeat either the classroom training, clinical experience or both.

#### **Procedure:**

B.

- A. Refer to the school attendance policy
  - Written assignments and make-up tests
    - <sup>35</sup> No make-up tests or written assignments will be permitted unless the instructor gives approval.
    - There will be no make-up test for unexcused absences and the student will receive a grade of 0 points for the test.
    - <sup>35</sup> With the approval of the Administrator/Director, the student will have FIVE-day period to make up a test. If the test is not made up within the FIVE-day period, the grade will be dropped one grade level for each day not made up.
    - <sup>35</sup> All make-up written assignments will be lowered one grade level for lateness.
- C. Theory Make-up
  - The student must make an arrangement by scheduling make-up time(s) as per the school attendance policy.
  - The make-up should consist of the scheduled topic or components and the required hours of that day that the student missed in order to be counted as make-up credit.
- D. Clinical Make-up
  - The student must make an arrangement for scheduled make-up as outlined in the school attendance policy.
  - Additional time in clinical area and performance evaluation, which should reflect the clinical objectives missed, will be required and the number of required hours for it to be considered a make-up credit.

### **Evaluation and Grading Standards Policy**

#### Purpose:

To establish a standard of evaluating and grading students to determine their competence and knowledge in clinical and theoretical skills.

#### **Policy**:

Written tests and quizzes

- <sup>35</sup><sub>17</sub> Each instructor will give written tests.
- <sup>35</sup> Test questions will consist, primarily, of multiple choice, True or False and matching type.
- <sup>35</sup> Grading of work is on a percentage basis.
- Students should obtain a 70% score on the test in order to pass the exam. A score of 90% to 100% is "A", 80% to 89% is a "B" and 70% to 79% is a "C".

Written worksheets

- $^{35}_{17}$  Each instructor will give written worksheets at intervals throughout the course.
- <sup>35</sup> Worksheet questions will consist, primarily, of multiple choice, fill-in-the-blank, matching type, short essays and True or False.
- <sup>35</sup> Grading of written work is on a percentage basis. A score of 90% to 100% is "A", 80% to 89% is a "B" and 70% to 79% is a "C".

Make-up tests and worksheet due to absences

- <sup>35</sup> Make-up work will be permitted only with the approval of the instructor.
- $^{35}_{17}$  Grading of late work will cause a loss of 10% of the total points for that test or assignment. Cheating
  - <sup>35</sup><sub>17</sub> Any student participating in cheating activities may be ground for a grade of 0 points.</sup>
  - $^{35}_{17}$  Repeated cheating will cause the student to be automatically dismissed from the class.

**Class Participation** 

- <sup>35</sup> The student will participate in "peer learning" by sharing ideas and experiences.
- $^{35}_{17}$  Participation will be reflected in the student's overall performance evaluation.

Repeating the course

Each student who has not completed the requirements of the course may repeat the course in any following, available class.

#### Course grades

Course grades are based on the following tests:

Written and oral tests; Quizzes; Worksheets; Homework; Attendance

Clinical performance is 50% of the total grade.

#### Clinical Evaluation

- <sup>35</sup> The student will demonstrate to the instructor clinical skills for evaluation according to the clinical skills checklists.
- $^{35}_{17}$  The student will demonstrate the required clinical skills with competence to the instructor
- <sup>35</sup> A checklist of required skills will be maintained to demonstrate each student's progress

## **Classroom and Clinical Behavior Policy**

#### **Purpose:**

To establish guidelines and ethical standards for how students should conduct themselves inside the classroom and clinical training site.

#### **Policy:**

- <sup>35</sup> Students are allowed TWO breaks of TEN minutes each and THIRTY minutes for lunch for classes of EIGHT hours duration (DAY and WEEKEND classes). Shorter length classes will be allowed a FIFTEEN-minute break only.
- <sup>35</sup> Smoking will be allowed during breaks in designed areas only.
- <sup>35</sup> Students are required to maintain a clean and neat working area at all times by removing their trash and clutter before leaving the classroom and break room areas.
- All educational supplies used by the students during theoretical training must be returned to the designated, proper places at the end of each class session.
- <sup>35</sup> Students proven to be under the influence of alcohol or prohibited drugs will not be allowed inside the classroom or clinical training site and will be subjected to automatic dismissal.
- <sup>35</sup> Sleeping during or distracting class sessions, either in the classroom or at the clinical training site is not acceptable and is subject to counseling by the Administrator/Director or Director of Nursing.
- <sup>35</sup> Leaving the classroom or clinical training site during class hours, without authorization by the instructor or Administrator/Director is not allowed and is subject to counseling or disciplinary action.
- <sup>35</sup> Cheating during examinations is not acceptable and students who are caught will be subjected to counseling, disciplinary action or dismissal.

## **Dress and Uniform Policy**

#### Purpose:

To establish guidelines and standards of professionalism.

#### **Policy:**

- A. Classroom
  - 1. Attire should be clean, casual, comfortable and appropriate for learning.
  - 2. Moderate cosmetic and perfume use is acceptable.
  - 3. Shirts/blouses with graphic logos are not allowed.
  - 4. Skin-tight pants are not allowed.
  - 5. Halter tops, tank tops and bandeau tops are not allowed.
  - 6. Bare skin and midriff tops are not allowed.

#### B. Clinical

- 1. Name badges are part of the uniform and are to be worn on the upper left side of the attire.
- 2. No excessive jewelry is to be worn with the exception of wedding bands and, for your protection, non-dangling earrings.
- 3. White, non-skid shoes and laces are to be kept clean and in good repair at all times.
- 4. No drinking, smoking or gum-chewing while on duty.
- 5. Deodorants and antiperspirants are to be used daily.
- 6. Hair must be neat and clean. Long hair should be pulled back and/or tied for your protection.
- 7. Makeup should be used sparingly.
- 8. No strong perfumes or colognes are allowed to avoid possible allergic reactions by residents.
- 9. No long nails are allowed for your protection.
- 10. No textured hosiery is allowed. Plain white stockings or white socks are recommended.
- 11. Uniforms Standards:
  - a. Nurse Assistant Training Program: tops shall be pale **teal green** colored scrubs
  - b. Acute Care CNA: tops shall be **maroon** colored scrubs and pants are to be white.
  - c. Home Health Aide: tops shall be **blue** colored scrubs and pants are to be white.
  - d. Restorative Nurse Assistant: tops shall be green colored scrubs and pants are to be white.
- 12. T-shirts and jeans are not allowed during clinical internship.
- 13. A black ink pen and a small notebook or pad are integral parts of the uniform.

## **Drop-out Policy**

#### Purpose:

To establish guidelines and procedures for students dropping out of any of the Occupational Healthcare programs being offered.

#### **Policy:**

- 1. Each student has the right to withdraw from any of the Occupational Healthcare programs being offered.
- 2. The student should notify the school of their intention to withdraw from the program in writing.
- 3. If a student withdraws from the course after attending the first day of the any of the Occupational Healthcare programs being offered, PRIME Career College will have a refund sent within 30 days following the student's withdrawal. The amount of refund will be based on the Student Tuition Refund Policy of the school.
- 4. If any portion of the tuition was the proceeds of a loan, the refund shall be sent to the lender or, if appropriate, to the State and Federal agency that guaranteed or insured the loan.
- 5. Any amount of the refund in excess of the unpaid balance of the loan shall first be used to repay any student financial aid program from which the student received benefits, in proportion to the amount of benefits received and any remaining amount shall be paid to the student.
- 6. Within TEN days of the date of the refund, PRIME Career College shall notify the student in writing of:
  - $^{35}_{17}$  The date on which the refund was made;
  - <sup>35</sup><sub>17</sub> The amount of the refund;
  - $^{35}_{17}$  The method of calculating the refund;
  - $^{35}_{17}$  The name and address of the entity to which the refund was sent.
- 7. Registration fees paid to the school during enrollment in one of the Occupational Healthcare programs is non-refundable.

### Leave of Absence Policy

#### Purpose:

To establish guidelines for student Leaves of Absence (LOA).

#### **Policy:**

The school will permit a student to take one Leave of Absence during a program. As much notice as possible is requested but it is understood that, sometimes, an emergency arises which allows almost no notice to be given. The notice shall be in writing and should be brought in, in person, but may be mailed as long as it is postmarked on the first day of the Leave of Absence. If no notice is delivered, either by hand or by mail, it will be assumed that the student has voluntarily dropped out of the course and it will be treated as a voluntary cancellation. A refund of any pre-paid tuition will be instituted based on the State of California's standard formula as shown in the school's Administrative Policies and Procedures manual and repeated in this orientation packet.

The notice must include the following items:

- <sup>35</sup> Proposed date for leaving;
- <sup>35</sup><sub>17</sub> A statement of the Student's intent to return;
- <sup>35</sup><sub>17</sub> Intended date of return;
- $^{35}_{17}$  Contact address and phone number if different from what is on file with the school.

If the student does not return within 3 months, the LOA will be treated as a cancellation and a refund of any pre-paid fees will be made based on the State of California's standard formula as shown in the school's Administrative Policies and Procedures manual and your enrollment packet.

When the student returns to a subsequent class to resume study, all class and clinical hours accrued in the previously attended class, which the student left, will be credited and instruction will resume at the point at which it left off. The student will not be permitted to repeat previously attended hours. If space is not available in the current class or the proper day to rejoin has passed, the student will be required to join the next class to be started after his/her return and will be instructed as to the proper date to report to that class.

## **Dismissal and Suspension Policy**

#### Purpose:

To establish guidelines for determining grounds for dismissal of a student from any of the Occupational Healthcare programs.

#### **Policy:**

PRIME Career College has the right to dismiss any student in the program for the following reasons:

- 1. Absenteeism and tardiness as outlined in the school's Attendance Policy.
- 2. Disruptive or inappropriate behavior during theory or clinical classes.
- 3. Possession or use of illegal drugs.
- 4. Reporting to class under the influence of alcohol.
- 5. Stealing, vandalizing or destroying school or clinical training site property or equipment.
- 6. Repeated cheating during examinations.
- 7. Inability to meet required standards of the program.
- 8. Inability to conform to the Policies and Procedures established by the school.
- 9. The dismissal or suspension of a student is solely at the discretion of the school Director. Factors to be considered are the student's standing in the class and the seriousness of the infraction.
- 10. Dismissed students' refunds will be computed and issued by using the same rules as for cancelled students, i.e., the pro-rata formula.

## **Grievance/Complaint Policy and Procedure**

#### **Policy**:

It is the policy of this school to make all reasonable efforts to meet the needs and concerns of all students and staff.

#### Purpose:

To ensure the satisfaction of students and staff.

#### Scope:

The Associate Director, Administrator/Director or Director of the Nursing Program is responsible for implementation and follow through on all grievances and complaints and monitoring for compliance.

#### **Procedures**:

- 1. Students and staff who feel that they have a valid concern about the school or any administrative staff will be asked to fill out the school complaint and grievance form.
- 2. The name of the person filling out the form is optional.
- 3. The form will be directed to the Administrator/Director. A copy of the grievance or complaint form will be furnished to the Director of the Nursing Program.
- 4. The Administrator/Director will review the concern with the Director of Nursing and Instructors and discuss plan(s) of action to resolve the concern as well as prevention of future concerns.
- 5. The Administrator/Director will review the complaint or grievance for need to report to the appropriate agency.
- 6. The policy will be reviewed with all students enrolling in the program as well as to the school administrative staff.
- 7. Copies of any grievance/complaint, a record of the outcome of any investigation and action(s) taken will be kept in the student record for five years.