



Nurse Assistant Training Program Policies & Procedures and Student Handbook Blended Course

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Course Overview

Course Title: CHES Nurse Assistant Training Program- Blended Course

CHES Nurse Assistant Training Program provides an accelerated curriculum that prepares students to take the Wisconsin Nurse Aide Competency Exam for placement on the State of Wisconsin Nurse Aide Registry. This course requires students to complete on-line lectures and course material in addition to attending in-person skills and clinical days.

Program Description

The design of the CHES Nurse Assistant Training Program- Blended Course provides the student with the knowledge and skills necessary to perform basic care services for clients*. It prepares the student to function in the role of nursing assistant under the supervision of a registered nurse (RN) or licensed practical nurse (LPN). This program meets the curriculum requirements of federal and State of Wisconsin regulatory measures.

Students are educated on a broad range of subjects, which include communication skills, basic nursing skills, personal care skills, basic restorative services, rights of clients*, and care of clients* with dementias. The program provides instruction on the basic level of both knowledge and demonstrable skills for individuals who provide nursing-related services to clients* in licensed healthcare facilities or in client's* homes. Students receive comprehensive instruction on the prerequisites to work in all types of healthcare facilities (e.g., nursing homes, home health agencies, hospitals, hospices, assisted living facilities, intermediate care facilities for persons with cognitive disabilities).

The course requires the student to complete a total of 80 hours which includes **64 hours** of a mix of on-line course material (e.g. lectures, videos, quizzes) and in-person skill-based learning at CHES. The remaining **16 hours** are performed in a clinical setting where the student is to successfully demonstrate **performance skills with clients***. Satisfactory completion of the program provides eligibility to take the Wisconsin Nurse Aide Competency Exam administered by D&S Headmaster. The examination consists of both a Written Examination and a Skills Evaluation. With passing scores, D&S Headmaster will add the student's name to the Wisconsin Nurse Aide Registry, and grant Certified Nurse Assistant certification for an initial period of two years.

More testing information is available from D&S Headmaster at:
http://hdmaster.com/testing/cnatesting/wisconsin/WI_CNA_Home.htm

*Within this handbook, the term 'clients' refers to patients, residents, home care clients or anyone who is being cared for by the nurse assistant.

Supervision Policy

- Supervised practical training in a clinical setting is when the student demonstrates knowledge while performing tasks or services for a client under the direct supervision of a Registered Nurse (RN).
- Before a student performs any client-related services, the RN Primary Instructor must determine that the student has been trained and found proficient in providing those services.
- CHES shall ensure access to a qualified clinical setting that is adequate to meet the needs of the program. CHES shall ensure clinical sites are in compliance with state and federal law.
- For the duration of the student's enrollment in the asynchronous on-line classroom setting, students will receive assistance from an instructor within 24 hours of submitting a request related to the on-line classroom.
- In the in-person classroom setting during instruction of skills, a student instructor ratio of no more than 8:1 is maintained.
- In the clinical setting, a student instructor ratio of no more than 8:1 is maintained to ensure the provision of safe and effective supervision and assistance of students.

Instructor Duties Policy

- Prior to a student performing any client related services, the RN Primary Instructor shall determine that the student has been trained and found proficient in providing those services.
- Primary Instructor shall not function in another role while supervising students in the clinical setting.
- The Primary Instructor shall make all student-clinical assignments with the approval of the health care provider. The instructor shall complete a review of each client's chart to retrieve pertinent information needed by the students to provide the required cares. Care plan information shall be reviewed at the beginning of each clinical experience and shall include new orders or changes in each client's status.
- Clinical assignments shall include the care of clients with varied levels of care needs and the opportunity to be evaluated on organizational skills and time management.
- The Primary Instructor will ensure that not more than two students are assigned to the same client at the same time.
- The Primary Instructor is responsible for providing communication between the clinical staff and the students.

Bias Free and Accommodations Policy

The faculty and staff at CHES value and are committed to fostering diversity in the classroom, the organization, and the community. By respecting differences in culture, age, gender, gender expression, race, ethnicity, national origin, differing abilities, sexual orientation, and religious affiliation, we enrich the learning environment, improve the practice and profession of Nursing, and enhance personal creativity and professional growth. All nursing assistant students must qualify for the nurse assistant training program, according to the CHES application process.

Request for Accommodation

In accordance with the ADA and Section 504 requirements, accommodation requests require the approval of CHES's Nurse Assistant Training Program and the State of Wisconsin, Department of Health Services, Office of Caregiver Quality. All requests for accommodations must be approved before a student has enrolled in the program. The prospective student must provide documented proof of the need for the accommodation. Any accommodation cannot substantially alter the requirements or nature of the program or inflict an undue burden on the program or clinical sites. Accommodations are not considered reasonable if making the accommodation or allowing participation poses a direct threat to the health or safety of others; means making a substantial change in an essential element of the of the curriculum or a substantial alteration in the manner in which the services are provided; or if it poses an undue financial or administrative burden on the Program.

Admission Process, Tuition Policy and Other fees

General Requirements for Enrollment

- Payment of fees
- At least age 18 or has earned a High School/General Education Diploma. Applicants who are at least age 16 and currently enrolled in high school may be eligible if permitted by the corresponding clinical site for a specific course offering. This situation will be decided on a case by case basis by CHES staff. *Documentation of state or government issued identification (e.g. driver's license, passport) and proof of high school/ GED status will be requested to verify eligibility).*
- U.S. Citizenship/Naturalization or Appropriate U.S. Visa (e.g. Birth Certificate, U.S. Passport, Certificate of Citizenship/Naturalization, U.S. Green Card, U.S. Visa))
- Acknowledgement of English Proficiency
- Acknowledgement of Functional Abilities
- State of Wisconsin Background Check

- Agreement to complete pre-requisites at own cost (see Other Fees) such as the following (requirements may vary from course to course - please contact CHES to request the current list):
 - Immunizations and or vaccine immunity titers, tuberculosis testing, COVID-19 vaccination or negative test results within 96 hours of patient contact
 - American Heart Association Basic Life Support (BLS) for Healthcare providers (CPR/AED) certification

Tuition Policy and Admission Process

The cost of tuition is \$1,100 and covers instruction, books, and classroom materials. Other fees associated with pre-requisites are not covered as part of tuition and are the student's responsibility. Tuition is due in full prior to the start of class and pre-requisites must be completed as part of the admission process. Nurse Assistant training is in high demand and CHES has more eligible candidates than spots available. Therefore, CHES utilizes a two-step admission process to ensure that each class reaches full capacity and that candidates are serious about their commitment to completing the program. This two-step process includes:

1. A completed eligibility and registration form with full tuition payment. Completion of this step holds a place in the class while pre-requisites are being completed.
2. Completion of pre-requisites by a deadline communicated to the candidate by CHES staff. Pre-requisites change from course to course depending on clinical site requirements and seasonal and environmental variables. Pre-requisites commonly include a criminal and caregiver background check, Basic Life Support (CPR and AED) certification, evidence of certain vaccinations or immune status through titer, and tuberculosis testing. The specific pre-requisites for a given scheduled course will be communicated to the candidate at the time of registration. A deadline will also be communicated to the candidate. Candidates risk forfeiting their reserved spot and tuition payment if deadlines are not met.

Other Fees

1. Please consult with CHES prior to completing any program pre-requisites to ensure accurate completion. Fees for program pre-requisites will be the student's responsibility. Some fees will vary depending on where the pre-

requisite is completed. Examples of some of the common pre-requisites include:

- Certification in American Heart Association Basic Life Support (BLS) for Healthcare Provider (CPR and AED) – fees vary. Note: CHES offers BLS courses or can recommend other locations to complete the certification.
 - Immunizations and or vaccine immunity titers, tuberculosis testing, COVID-19 vaccination or negative test results within 96 hours of patient contact - fees vary.
 - Criminal and caregiver background check – see next bullet.
 - Students may be provided a website address and “package code” to set up a user ID and password to process their criminal background checks and to upload documentation of all health-related pre-requisites. The cost of this online tracking program is approximately \$60.00.
2. Student is responsible for purchasing a uniform to be worn during the clinical time. This consists of black scrub pants, red scrub top, and clean athletic shoes (*refer to the Clinical Site Appearance and Behavior Policy section of this handbook*)
 3. Upon successful completion of the Nurse Assistant Training Program at CHES, the student will be eligible to take the Wisconsin Nurse Aide Competency Exam. The cost of this exam is not included in the cost of this course (See D&S Headmaster website for current exam costs).
 4. The student is responsible for his or her own transportation to and from classroom and clinical sites. Free parking is available at CHES. The student is responsible for parking costs at clinical sites, if applicable.

Student Record Retention Policy

CHES retains student records, both academic and non-academic in accordance with federal and state regulations. Non-permanent records containing confidential information will be destroyed by pulping or shredding. CHES is responsible for records maintenance, retention and security at their location of 3001 W. Beltline Hwy, Suite 305. Furthermore, the subsequent records will be retained by CHES for three years:

1. Student’s name, social security number, attendance records.
2. Skill checklists, tests, certificates, course evaluations and other relevant training records.
3. Documentation of the training that was conducted and identification of the instructor who conducted the training.

4. Record of all individuals who have successfully passed the CHES Nurse Assistant Training Program.
5. Nurse aide's training certificate.

Functional Abilities Requirements

The CHES instructors and staff make every effort to ensure quality education for all students. To be successful in the Nurse Assistant Training Program, students will need to be able to perform tasks requiring the following functional abilities. These same abilities are generally required for the nurse assistant occupation:

1) GROSS MOTOR SKILLS

- a) Able to move in confined spaces
- b) Maintain balance in standing position
- c) Twist body from one side to the other
- d) Reach below the waist and to the front or the side of the body to the level of the top of head (examples: adjust overhead lights, plug electrical appliance into wall outlet)
- e) Able to push, pull, stabilize, twist, and freely move arms to allow movement of 50 pounds as used in moving an object or transferring a client from one place to another

2) FINE MOTOR SKILLS

- a) Ability to grasp, twist, squeeze, pinch and manipulate fine equipment for at least 5 seconds (example: operate fire extinguisher, open childproof caps/lids)

3) TACTILE ABILITY

- a) Ability to distinguish subtle vibrations through the skin (pulse)
- b) Ability to identify the subtle difference in surface characteristics (feel a raised rash)
- c) Ability to detect temperature (skin, liquids, environment)

4) MOBILITY

- a) Ability to squat or modified squat (one knee on floor) for at least 1 minute
- b) Ability to move quickly in case of emergency situations
- c) Ability to climb and descend a flight of stairs in succession
- d) Ability to walk independently without the assistance of a cane, walker, crutches, wheel chair or the assistance of another person

5) ENVIRONMENT & PHYSICAL ENDURANCE

- a) Ability to maintain varying levels of physical activity for a period of time from 5-8 hours

- b) Ability to tolerate exposure to common allergens such as: pets*, body lotions and soaps, cleaning products
- c) Ability to work in confined areas
- d) Ability to tolerate heat and humidity as high as 90 degrees for up to one hour (shower/spa rooms)

*Students with pet allergies need to contact CHES program coordinator in advance of class to determine if a pet resides in the clinical facility. If possible, attempts will be made to place student in clinical facility without pets.

6) SPEECH AND COMMUNICATION

- a) Ability to interact with others to report and advocate for the needs of the clients
- b) Ability to speak, write and understand English in order to be able to communicate with clients as well as report and document client information.
- c) Ability to use appropriate body language, tone of voice and facial expression to communicate respectfully with clients, families and co-workers.

7) SENSES: SMELL, HEARING AND VISION

- a) Ability to detect differences in body and environmental odors
- b) Ability to hear and understand voices spoken at a normal speaking volume within a distance of 10 feet
- c) Ability to hear faint noises such as whispers within a range of 4 feet
- d) Ability to see objects clearly within a minimum of 20 feet
- e) Sufficient depth perception and peripheral vision to allow identification of dangerous objects and client situations within the client room
- f) Ability to read and interpret written data held at normal reading distance

8) EMOTIONAL STABILITY

- a) Ability to interact with and support clients during times of stress and emotional upset
- b) Ability to adapt to changing situations and emergency conditions while maintaining emotional control
- c) Ability to cope with strong emotions and physical outbursts of clients while remaining in a reasonable state of calm
- d) Ability to focus attention on client needs despite interruptions and multiple demands
- e) Ability to accept constructive feedback and responsibility for managing own actions in implementing changes

9) INTERPERSONAL SKILLS

- a) Ability to apply knowledge gained in the classroom to establish appropriate relationships with clients, families and coworkers
- b) Ability to interact professionally as a member of the health care team
- c) Ability to show respect for diversity in culture, religion, ethnicity, race, age, family status, sexual orientation, marital status, socioeconomic status and abilities and disabilities
- d) Ability to interact with clients to enable age-appropriate behavior by allowing clients to make personal choices and supporting the client's dignity.

10) READING

- a) Ability to read and understand written English
- b) Ability to understand charts, graphs and worksheets
- c) Ability to read and understand digital and computer displays

11) MATH

- a) Ability to add, subtract, multiply, and divide without the use of a calculator
- b) Ability to count and understand the meaning of numbers
- c) Ability to measure length by reading a tape measure or ruler
- d) Ability to tell time

Inclement Weather Policy

It is the policy of CHES that classes will be in session unless it is announced that classes will be canceled. In the event of inclement weather, the decision to cancel class will be made no later than 6 a.m. on the day in question and communicated as soon as possible to class participants via phone and/or email. CHES will reschedule the class or clinical time based on classroom and clinical site availability.

Attendance and Grading Policies

Attendance Policy

This attendance policy is developed to meet requirements set forth by Wisconsin State Legislature, Chapter DHS 129.

Students must complete on-line lectures and assignments by assigned due dates, arrive to class and to clinical on time, be prepared to provide safe, high quality care, and act professional always.

- 1st instance of any of the following: a late/missed assignment, or tardiness to class or clinical, or unprofessional conduct – student will receive a warning and mandatory make-up work may be required. The event will be documented in the student record.

- 2nd instance of any of the following: a late/missed assignment, or tardiness to class or clinical, or unprofessional conduct – student is placed on a performance improvement plan and make-up work may be required. The event will be documented in the student record.
- 3rd instance of any of the following: late/missed assignment, or tardiness to class or clinical, or unprofessional conduct – student is terminated from the course and all monies paid are forfeited.
- **A student who misses a single clinical day will be terminated from the course and forfeit all monies paid.** Opportunities to make-up clinical experiences during a course do not exist (see Failure to Meet Program Requirements or Adhere to Policies Resulting in Termination from the CHES Nurse Assistant Training Program).
- **A student who misses a single classroom/lab day due to personal illness or family emergency will be assigned mandatory make-up work. All other absences are unexcused and the student will be terminated from the course and forfeit all monies paid** (see Failure to Meet Program Requirements or Adhere to Policies Resulting in Termination from the CHES Nurse Assistant Training Program).
- **A student who misses more than one classroom/lab day will be terminated from the course and forfeit all monies paid** (see Failure to Meet Program Requirements or Adhere to Policies Resulting in Termination from the CHES Nurse Assistant Training Program).

Students must notify the Primary Instructor or Program Administrator – prior to class – of any late/missed assignment, absence or tardiness via email or voicemail. It is the sole responsibility of the student to discuss with the Primary Instructor or Program Administrator regarding the reason for the missed assignment, absence or tardiness. Make-up work is determinate upon the scope of the work missed and will be issued by the Primary Instructor. Make-up work may consist of completing activities from Lippincott's Workbook from chapters missed, constructing a paper covering materials missed, making up time to learn skills, or additional assignment(s) as the Primary Instructor deems fit. Make-up work exists solely for assuring that the student thoroughly comprehends missed material/instruction necessary for successful completion of the course.

For absences relating to weather, please refer to the Inclement Weather Policy above.

Exceptions to this policy are at the discretion of the Primary Instructor or Program Administrator.

Failure to Meet Program Requirements or Adhere to Policies Resulting in Termination from the CHES Nurse Training Program

A student terminated from the Program for failure to meet requirements or adhere to policies is not excluded from seeking admission to future courses. Should future admission be sought, the student must begin the process by submitting the Eligibility Form with deposit. All other requirements for admission and payment of fees will be applied. No fees will be waived or prorated based on previous admission to the Program.

Grading Policy

Evaluation Criteria

Skills:

- a) Learner will **achieve 100%** (pass/fail) on skills.
- b) Learners are permitted to practice skills until 100% accuracy is achieved.
- c) Learner will demonstrate performance in a professional manner using appropriate communication and respect for clients' rights. Unprofessional, unsafe or abusive behavior in testing will constitute a FAILURE of the test/skill.
- d) The skills competencies will be checked off by a Registered Nurse who holds a Primary Instructor role.

Written/Oral:

- a) Learner will achieve a **minimum of 70%** on oral/written exams, quizzes and online lectures.
- b) For any exam or quiz score less than 70%, one retake is permitted on oral or written quizzes/tests and the score of the retake will then be used for that exam score.
- c) For any lecture or assignment score less than 70%, students must complete lecture questions remediation for all incorrect questions.

Course Completion Criteria:

- a) All required assignments, quizzes, exams and lectures must be completed meeting the above mentioned criteria.
- b) Learner must successfully demonstrate all required skills.

- c) Based upon the above criteria the learner will achieve an overall pass/fail on the course.
- d) The competency-based curriculum allows for variation in completion time because of the differences in individual learners.

Program Evaluation

At the end of the course each student in the course will be invited to complete an overall program evaluation. An evaluation tool will be used to assess objectives, content, instructors, and to determine if students believe they are prepared to take the Wisconsin Nurse Aide Competency Exam as a result of their learning in this course. The evaluation tool questions will be rated on a scale of 1 (strongly disagree) to 4 (strongly agree). Any response below a 2 (disagree) will be requested to provide an explanation. CHES will review each individual evaluation as well as trends from tabulated evaluations to inform program improvements. It will be optional for the student to identify him or herself.

Academic Grievance Procedures

The student is ultimately responsible for seeking assistance when experiencing academic difficulty. Student progress is monitored throughout the Program and the faculty is committed and available to help the student achieve success. The CHES Student Handbook provides detailed policies, procedures, and guidelines to support the student's successful completion of the Nurse Assistant Training Program.

CHES is committed to treating all students fairly and respectfully. In an instance of perceived violation of a CHES policies or procedure, a student may file a complaint. This policy provides two avenues for pursuing a complaint: an Informal Resolution Procedure and a Formal Resolution Procedure. Students may utilize either or both procedures.

Informal Resolution Procedure: The student arranges a meeting with the person involved with the complaint and/or with the direct supervisor of the person involved. For example, a student who perceives that he or she has been graded unfairly on an assignment should meet with the faculty member who assigned the grade. In this example, the meeting with the faculty member may be followed up with a meeting with the administrator or the original meeting might be with the administrator. If the informal process does not resolve the complaint, the student may utilize the formal complaint procedure.

Formal Complaint Procedure: The student submits a formal complaint in writing, that includes the policy or procedure violated and the specific remedy sought. Normally, a written recommendation is sent within seven (7) business days of the first formal conference. The recommendation is sent to the student and the other person or

persons who are directly involved. The written recommendation states the background information, the rationale for the recommendation, and the recommended action, if any.

Personal Conduct Policy

Each student is expected to conduct his/her self in a manner expected of all members of the healthcare team in respect to standards of ethics, morals, and integrity. Student expectations include active class participation and a positive professional attitude. Practices that indicate a lack of commitment to quality work or classroom/clinical interaction will impact a student's grade. It is the expectation that all students enrolled in the program will act in a respectful manner towards other students, faculty, instructors, and patients/clients at all clinical sites.

- A student who engages in undesirable behaviors, as outlined in this handbook or viewed by instructors or clinical site personnel will be terminated from the program and will forfeit all monies paid (see Failure to Meet Program Requirements or Adhere to Policies Resulting in Termination from the CHES Nurse Assistant Training Program).
- Inappropriate use of any social media (e.g., Snapchat, Instagram, Facebook, Twitter, List Services, etc.) for posting content that exhibits undesirable or disruptive behaviors is in violation of CHES personal conduct policy.

The instructor has the authority, at any time, to remove a student from the facility and/or program, if it is determined that the student violated policy, as outlined within this student handbook.

Student Responsibilities

The student is required to:

- 1) Utilize critical thinking and effort during theory, skills lab and clinical experiences.
- 2) Provide a neat and readable paper using Standard English.
- 3) Arrive to class prepared to participate in open discussion and any small group activities.
- 4) Be supportive and non-judgmental of peers. Respect shown to all instructors.
- 5) Demonstrate an open mind and willingness to learn.
- 6) Submit all assignments by the due dates indicated in the syllabus, or as set by the instructor. Work turned in late will incur a reduction of points, thereby influencing student's grade.
- 7) Adhere to the policies and procedures of the CHES Nurse Assistant Training Program.
- 8) Withdrawal or termination of course will not result in any refund of fees.

Clinical Site Appearance and Behavior Policy

The following requirements are to ensure a safe patient/resident environment, and to meet the standard of appearance and behaviors of a member of the healthcare team. A student who does not follow or is unable to meet these requirements will be asked to leave the clinical setting, thus incurring a clinical absence, and termination from the program.

1. UNIFORM

- a. A clean, pressed uniform [**black scrub pants and red scrub top**] is worn for each clinical experience and for activities as specified by faculty. CHES provides ID tag.

2. SHOES

- a. Clean athletic shoes (as approved by the clinical site, are required. It is essential that socks, shoes, and shoelaces be clean and in good repair. Backless shoes, clogs, or open-toed shoes are not acceptable.

3. JEWELRY

- a. Jewelry should be kept to a minimum. Facial or body piercings is usually not permitted by clinical sites; contact your instructor regarding this issue.

4. HAIR

- a. Hair must be clean, neatly arranged, and away from the face and neck. Hair below shoulder length must be pinned or tied back securely and off the collar.
- b. Males must be clean-shaven or have neatly trimmed mustaches or beards.

5. NAILS AND NAIL POLISH

[The Centers for Disease Control (CDC) sets strict requirements regarding healthcare workers and the spread of disease]

- a. Nails should be kept no longer than tips of fingers.
- b. No nail polish is allowed.
- c. Sculptured, artificial, and/or tipped nails are NOT permitted.

6. CLINICAL SITE BEHAVIOR

- a. NO use of cell phone (talking, texting, or use of camera phone).
- b. Students are guests in the facility. Must follow all facility policies.
- c. Student belongings are not the responsibility of the facility.
- d. Any refusal or intentional failure to follow direct instructions from CHES instructors or a person of authority at a clinical site will result in termination from the program.
- e. Students must adhere to Health Insurance Portability Accountability Act (HIPAA) policies and procedures in all clinical sites.

Nurse Assistant Student Handbook Signature and Attendance Signature [NASHS.8.8.15]

Students must complete on-line lectures and assignments by assigned due dates, arrive to class and to clinical on time, be prepared to provide safe, high quality care, and act professional always.

- 1st instance of any of the following: a late/missed assignment, or tardiness to class or clinical, or unprofessional conduct – student will receive a warning and mandatory make-up work may be required. The event will be documented in the student record.
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thoroughly comprehends missed material/instruction necessary for successful completion of the course.

For absences relating to weather, please refer to the Inclement Weather Policy above.

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My signature confirms that I have received, read, understand and agree to follow the policies and procedures outlined in the CHES Nurse Assistant Training Program Student Handbook- Blended Course.

STUDENT PRINTED NAME

DATE

STUDENT SIGNATURE