



# **NURSE ASSISTANT PROGRAM HANDBOOK**

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## **Pacific Health Education**

### **MISSION STATEMENT**

The purpose of Pacific Health Education is to offer lifelong educational opportunities and services which address the unique needs of our diverse community of adult students by providing the means to become productive community members, workers, effective family members, and lifelong learners.

Further, the staff of Pacific Health Education believes that every person should have the opportunity to improve his or her quality of life through basic education, completion of secondary and post-secondary educational goals, vocational training, and retraining. We also believe that the acquisition of life skills is relevant to everyone's life. We believe that the opportunity to improve oneself and their position in life is through the pursuit of educational goals throughout a lifetime.

We believe that people are the nation's most important resource, and by improving that resource through continuing education and training, we build a stronger and better society.

## **PHILOSOPHY OF EDUCATION**

The Philosophy of Education of Pacific Health Education is based upon the principle that each student shall be given an opportunity for systematic development of intellectual, social, and vocational competence. It is concerned with the promotion of physical and mental health, and the creation of satisfying human relationships in a setting of moral and ethical values.

Our concern for the welfare of the individual is based upon the concept that there are varieties of talent, motivation, aptitude, achievement and of excellence. Each student shall, therefore, be offered educational opportunities in terms of his/her own needs and abilities.

The educational environment within the school shall also provide for the development of critical thinking on the part of the students so they may attack all problems courageously and think and act intelligently. Therefore, it becomes the responsibility of the Governing Board and the entire staff of PHE to encourage each student to make the most of his/her abilities whatever they may be.

Education is recognized as growth; therefore, our educational environment is designed to stimulate continual growth of the individual. The philosophy of PHE affirms not only that education involves the transmission of national culture; but also, that it crystallizes thinking so that each person may create an inner culture of his/her own which will enable him/her to cope with circumstances rather than be subjected to them. The educational program will also provide the opportunity whereby students can gain knowledge and develop understanding about their world. They must become cognizant of the human culture that will help them evaluate our past legacy and better understand the present to plan intelligently for the future.

Finally, the educational philosophy of Pacific Health Education is designed to serve the American ideals of Liberty, justice, pursuit of happiness, and equality of opportunity; based on these concepts to provide a framework within which each student may attain the highest fulfillment as an individual and as a responsible member of our free society.

## **PHILOSOPHY: NURSE ASSISTANT**

We believe that the Nurse Assistant:

- is an important member of the health care team, who under the direction of licensed nursing staff, provides patient centered nursing care.
- recognizes the patient as a unique entity, as well as, an integral part of the family, a culture and part of the community.
- assists in meeting the patient's physical, emotional, psychological, and spiritual needs.
- is a part of a helping profession and a caring person with a reverence for life.
- is committed to the educational standards of excellence that will assist the graduate to have marketable skills and will permit articulation in the nursing profession.

**PACIFIC HEALTH EDUCATION  
STUDENT LEARNING OUTCOMES  
(SLOs)**

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Pacific Health Education students will become:

**PROBLEM SOLVERS**

Apply critical thinking skills and problem-solving processes. Utilize technology on the job and in day-to-day life.

**RESPONSIBLE GOAL SETTERS AND ACHIEVERS**

Establish and accomplish constructive short and long-term goals.

**INVOLVED COMMUNITY MEMBERS**

Respect the rights of others. Make a positive contribution to your family, school, workplace, and community.

**DEDICATED QUALITY PRODUCERS**

Demonstrate a strong work ethic. Strive for excellence. Work well independently and with others.

**EFFECTIVE COMMUNICATORS**

Use spoken and written communications competently and confidently. Use technology creatively and ethically.

## **THE SIX PILLARS OF CHARACTER**

### **TRUSTWORTHINESS:**

Be honest. Do not deceive, cheat, or steal. Be reliable – do what you say you will do. Have the courage to do the right thing. Build a good reputation. Be loyal – stand by your family, friends, and country.

### **RESPECT:**

Treat others with respect; follow the Golden Rule. Be tolerant of differences. Use good manners, not bad language. Be considerate of the feelings of others. Do not threaten, hit or hurt anyone. Deal peacefully with anger, insults, and disagreements.

### **RESPONSIBILITY:**

Do what you are supposed to do. Persevere; keep on trying! Always do your best. Use self-control. Be self-disciplined. Think before you act—consider the consequences. Be accountable for your choices.

### **FAIRNESS:**

Play by the rules. Take turns and share. Be open-minded; listen to others. Do not take advantage of others. Do not blame others carelessly.

### **CARING:**

Be kind. Be compassionate and show your care. Express gratitude. Forgive others. Help people in need.

### **CITIZENSHIP:**

Do your share to make your school and community better. Cooperate. Stay informed, vote. Be a good neighbor. Obey laws and rules. Respect authority. Protect the environment.

## **CONTRACTUAL AGREEMENT**

All hospitals and other healthcare sites that have entered into a contractual agreement with Pacific Health Education to furnish clinical training sites for Nursing Assistant students require students to comply with the following:

All Pacific Health Education students will:

1. Maintain confidentiality regarding any information learned during the administration of nursing care.
2. Show proof of physical, clearance and evidence of being negative for tuberculosis (skin test – CXR)
3. Always demonstrate professional conduct as outlined in the policy manual for the Nurse Assistant and Home Health Aide programs.
4. Neither consume alcohol or drugs, during, or immediately prior to, coming to school or to a hospital/clinical assignment.
5. Not visit patients on days other than those assigned for clinical training experience.
6. Notify the school instructor at least one 1/2 hour prior to the start of class (theory and or hospital/clinical) when planning to be absent. Any student who is absent for 2 class or clinical days without teacher notification, will be immediately dropped from the program. With two theory absences the student will most likely be dropped due to the lack of more make-up days available. Any clinical absence must also be made up. Upon the second clinical absence and the student will be dropped from the program. All make-up hours are hour per hour missed.
7. Comply with the following “No cheating policy”: The first offense of cheating will result in a zero for the assignment, and completion of a Record of Infraction will be signed by the student. Repetition of cheating will result in immediate referral to the Faculty Committee for disciplinary action to determine if student will be terminated from the program. This will also apply to students who give their work to other students, or give answers to others, or engage in talking during a test.

The undersigned verbalized the understanding of the contractual agreement and agrees to abide by its contents.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_



## ENTRANCE REQUIREMENTS

### **Applicants are required to:**

- Be 18 years of age
- Complete application for the program and turn it in to the Office
- Pay required fees and tuition
- Participate in state required Live Scan fingerprinting for all nursing program applicants on the day of class: (paid for by the school)
- Meet all health requirements including:
  - A skin test for Tuberculosis (TB). The TB test MUST be within 6 months of the start of class.
  - A chest x-ray will be required if you have a positive skin test or are known to be positive. (CXR)
  - Physical examine by a Nurse Practitioner, Physician's Assistant or Medical Doctor, using the physical form provided by the school.

## **PROGRAM PERFORMANCE STANDARDS**

**Upon completion of the Nurse Assistant Program, the graduate will be able to:**

- Develop interpersonal caregiver-patient relationships.
- Contrast and explain the role change of the individual in illness and health.
- Assist patients to meet basic human needs.
- Relate scientific theory to the performance of nursing skills.
- Assist in providing patient-centered nursing care.
- Describe factors, which influence individual patient care including cultural, spiritual, socioeconomic, and respectful manner.
- Discuss the legal and ethical position of a nursing assistant, and other healthcare professionals, in relation to the care of patients.
- Relate with patients and visitors in an empathetic and tactful manner.
- Effectively utilize communication skills.
- Promptly report observations accurately and objectively to licensed personnel.
- Perform all clinical duties and assignments in a safe, professional manner.

## **PROTOCOL FOR STUDENTS' INTERACTIONS WITH FACULTY AND OFFICE STAFF**

Due to the phenomenal growth of the Allied Health Careers programs in the last few years, it has become necessary to develop specific procedures and protocols to deal with situations that were previously handled informally.

### **Grade Information**

Weekly test grades, midterms and final grades will not always be available on the day of the test. Instructors will provide grades by the next class session.

### **Office Conferences**

Any student who desires to have a conference with the Program Director or office personnel, will make an appointment to do so with the Secretary. If the purpose of the conference is to discuss a complaint, student will put the complaint in writing prior to the conference.

### **Passing Grade Requirements**

A student must complete each class with a grade of 70% or above. It is important that early in the course, students in danger of not passing seek help by consulting their instructor. It is essential for all nursing students to put forth their best effort in achieving passing grades.

## ATTENDANCE

The hourly requirements for attendance and curriculum in the Nurse Assistant program are mandated by the California Department of Public Health Services and therefore must be **strictly** adhered to. These requirements may impact the student's ability to make up absence where only one absence is allowed but must be made up.

It is the student's responsibility to notify the appropriate instructor of the absence, **2 hours PRIOR** to the scheduled time for theory class or a hospital/clinical rotation.

Additionally, students must obtain prior authorization from their instructor **before leaving early** from theory class or a hospital/clinical. The Student **must submit in writing** their name, the time that the student expects to leave and the reason for leaving. This should only be done in the case of an emergency.

Students are expected to return from all breaks on time. If you are late in returning the door will be locked and you will be considered absent for that class. Leaving class without knowledge of the instructor is an **unexcused absence** and will result in disciplinary action.

### **Pregnancy:**

The student will be allowed to remain in the program during pregnancy providing they meet the following requirements:

Prior to attendance at Clinicals the student must provide a written clearance from physician stating the student may participate in clinical training without physical restrictions or limitations. The student's physical condition must permit them to meet all clinical objectives, as no light duty is available. This initial clearance needs to be presented to both the instructor and Director of Nursing Education. As the pregnancy continues, additional notes from the student's physician, stating that they can continue in Clinicals without any restrictions must be provided monthly.

**Note:** Students must notify their instructor as soon as they suspect they are pregnant. This will ensure the student is excluded from any observational experience involving the use of X-ray or any other activities which could jeopardize the pregnancy.

## EXPECTED PROFESSIONAL CONDUCT

The personal appearance and demeanor of the student identifies them as a professional to the public. Their image reflects on the student as an individual, on the sponsoring school, and on the healthcare profession. A well-groomed and healthy nurse assistant student demonstrates pride in their profession.

### **Uniforms:**

Student uniforms must be worn during clinical hours. Uniforms are to be clean, neatly pressed, and in good repair. If wearing a long-sleeved shirt under the scrub top it must be plain white. The school approved badge is to be always worn on the left side of the uniform.

Students are required to wear anti skin tennis shoes (white).

All students are required to have, as part of their uniform, a watch with a second hand, a stethoscope, a writing pad, and a black ink pen.

Failure to comply with dress code policy will be grounds for dismissal. This will constitute an absence and the student may not progress in the program.

### **Uniform dress will be evaluated daily for the following:**

Neatness and appropriate fit of the uniform

Condition of shoes and uniform

Hair meeting dress code

Nail length and grooming

Absence of jewelry

Presence of odors- body, perfume, cologne

Any policies regarding professional dress or etiquette, which are enforced for employees of a Clinical facility in which students receive training, will also apply to students.

**Hair:**

A student's hair must be neat, clean, and completely off the face and not covering the eyes. Long hair must be well secured, up and off the collar of the uniform. Hair may be worn in a high bun; no ponytails are allowed. Extreme hair styles or non-naturally occurring hair colors are not permitted.

For students with facial hair, beards, mustaches, and sideburns must be neatly trimmed.

**Tattoos and Body Piercings:**

Tattoos must be completely covered by the uniform or a white shirt worn under the navy-blue scrub uniform top.

Body piercing jewelry of the nose, tongue, and other facial areas must not be worn while in uniform. They are not allowed due to infection control issues.

**Makeup and Perfume:**

Makeup is to be light and conservative. Heavy dark eye makeup are not allowed.

Perfumes and colognes are not allowed as they are maybe offensive to a sick patient.

**Nails:**

Fingernails must be kept short (not to extend beyond the end of the finger). Only clear nail polish is acceptable when in uniform. Acrylic nails and/or nail art are not permitted.

**Jewelry:**

One small pair of earrings may be worn. Dangle earrings and hoops are not permitted. A Wedding band and/or engagement ring may be worn, necklaces, bracelets and chains of any sort are not allowed due to safety and infection control.

**Classroom Etiquette:**

No eating or drinking is allowed in the classroom. Please use your class breaks and the students break room for meals and refreshment.

Cell phones are not to be visible or used in the classroom unless under the direction of the instructor. Cell phones may be kept on vibrate for emergency purpose only. If an emergency call occurs, inform the instructor immediately. Be sure to always respect one another.

**Clinical Site Etiquette:**

It has become vital to the availability of clinical training sites, that each student and faculty member project a professional image always.

**Smoking and Eating:**

Smoking and eating during clinical is permitted in designated areas only. Any student found taking a break in a non-designated area, will be immediately dismissed from clinical, which constitutes a clinical absence. Any student taking an unassigned break will be dismissed at the Instructor's discretion. Dismissed students will be referred to the Nursing Director's office on campus.

**Speech and Conversation:**

Be aware of your responsibility and legal implications in respect to the rights of others. Do not discuss any disease or symptoms in a place where you might be overheard and infringe on someone's right to privacy. Practice professional speech in all conversations with staff and fellow students always.

**Conduct:**

Unprofessional conduct or profanity while on duty will not be tolerated. Any verbal bullying or physical abuse of a patient or fellow student will result in automatic program dismissal and potential legal action.

The student is expected to always respect the patient's rights and their personal belongings and.

All students are urged to practice the 6 Pillars of Character, found on page 7.

## EVALUATION OF STUDENT PROGRESS

### **Student Evaluation:**

The Nurse Assistant Faculty will measure individual student progress and achievement of course objectives using the following methods:

### **Classroom Theory Instruction and Evaluation**

#### **Written Test:**

- Students must achieve a grade of 70% to successfully complete this program.

#### **Skills Practical:**

- Each student demonstrates competence in fundamentals and clinical nursing skills by participating in return demonstrations in clinical practice.
- During clinical, training skills mandated by the state, are checked off by the instructor and evaluated during patient care in the facility.

#### **Class Participation:**

- The student will share ideas and learned experiences with peers.
- Participation in theory and clinical classes will be reflected in a student's overall performance evaluation.
- Disruptive behavior in the classroom will be considered failure to comply with student performance standards and will be referred to Director of Nursing and possibly the Faculty Committee for dismissal from the program.

A student, who has failed the course, may apply to repeat the course once if space is available.



## TERMINATION POLICY

### **Program Termination:**

A student may be removed from the program for any of the following reasons such as:

A Failure to:

- meet academic performance standards.
- to meet clinical performance standards.
- to meet attendance requirements.
- to meet any other requirements as set forth in the student handbook.

### **Examples of these failures include, but are not limited to:**

- Consistent poor judgment
- Patient/Resident endangerment
- Acts of dishonesty

Termination is handled on an individual basis and the initial recommendation to remove the student from the program is made by the instructor to the Program Director and may be taken to the faculty committee. PHE administration has the right to review documentation and to make the final decision.

## DISCIPLINARY ACTIONS

1. The student will be referred to the Program Director for not keeping up with the standards in the manual.

**NOTE:** Any student behavior which is interpreted as patient endangerment may result in the immediate dismissal of a student and without progressing through the steps of the disciplinary procedure.

**SAMPLE OF RECORD OF INFRACTION**  
**PACIFIC HEALTH EDUCATION**  
**RECORD OF INFRACTION**

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

INFRACTION: (DESCRIBE AS OBSERVABLE BEHAVIOR)

INSTRUCTOR'S SIGNATURE: \_\_\_\_\_

I HAVE READ AND UNDERSTAND THE REASON FOR THIS DOCUMENTATION.

STUDENT'S SIGNATURE: \_\_\_\_\_

THIS RECORD HAS BEEN READ AND REVIEWED BY THE NURSING FACULTY AND THE DIRECTOR OF NURSE EDUCATION DURING A STAFF MEETING ON:

\_\_\_\_\_

ACTION TAKEN: A behavioral contract signed by student. Next absence without notification to Instructor will be evaluated by the Nurse Faculty Committee

## **STUDENT GRIEVANCE PROCEDURE**

### **Informal Process:**

If for any reason you have a problem with your classes or with an employee here at Pacific Health Education, you should:

- Try to work out the problem by talking with your instructor or the employee. You must do this within (5) working days of the problem.
- If the problem is not resolved:
- You can make an appointment with the Program Director.

## **CRIME AWARENESS AND CAMPUS SECURITY**

- PHE is a Drug free zone.

## PACIFIC HEALTH EDUCATION

### GRADING SCALE:

PERCENTAGE:	LETTER GRADE:
<b>90%-100%</b>	<b>A</b>
<b>80%-89%</b>	<b>B</b>
<b>70%-79%</b>	<b>C</b>
<b>70% AND LOWER</b>	<b>F</b>

### NOTE:

**Credits are not Transferable.** The transferability of credits you earn at Pacific Health Education is at the discretion of an institution to which you may seek to transfer. Acceptance of the Certificate you earn in this program is also at complete discretion of the institution to which you may seek to transfer. If the Certificate that you earn at Pacific Health Education is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all your coursework at that institution. For this reason, you should make certain that your attendance at Pacific Education will meet your educational goals.

## RENEWAL OF CERTIFICATION

### Nurse Assistant

If you are a Certified Nurse Assistant in good standing in the California registry, you will qualify for a two-year renewal of your certificate if:

- ♣ You have worked at least one day in a long-term care facility for pay, providing nursing services in the last two years, and
- ♣ You can certify that you will have completed the 48 hours of in-service/or continuing education in the last two years, and at least 12 hours of education in one year.
- ♣ You are fingerprinted and subsequently cleared for criminal convictions.
- ♣ Specific in-service topics are mandated by SB11, OSHA, TITLE 22, and OBRA
- ♣ Check with your facility or agency for further independent requirements.

Certified Home Health Aides who have been issued HHA certificates and are in good standing on the California registry, will be required to renew for a two-year period, according to the month and year of their birth, as they renew their CNA.

- ♣ Individuals who are certified as both a CNA and an HHA will expire on the same date.

**Renewal notices will be sent to all certificated HHAs, to the address of record, approximately five months before the certificate is due for renewal.**

## **PACIFIC HEALTH EDUCATION REFUND POLICY CAREER TECHNICAL EDUCATION**

### **Refund Policy.**

Students Right to Cancel: A student has the right to cancel and get a full registration refund up until the first day of class. If cancelled after the first day of class, there will be no refund.